

JOB DESCRIPTION

Job Title:	Head of Business Operations	Grade:	SG9
Department:	Faculty of Education, Health & Human Sciences	Date of Job Evaluation:	July 2019
Role reports to:	Faculty Operating Officer	SOC Code	
Direct Reports			
<p>This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.</p>			

PURPOSE OF ROLE:

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KEY ACCOUNTABILITIES:

Team Specific:

- Lead and manage the Faculty and School Administration, Finance Administration, and Marketing, Events and Communications teams.
- Work closely with the FOO, PVC and Deputy Dean and Heads of School in the management of the Faculty's resources and take a lead role in oversight of the Faculty recruitment activities
- Work strategically with a range of different stakeholders, including senior managers, balancing complex demands to deliver an effective support service
- Deputise for the Faculty Operating Officer as required

Generic:

Financial Management and Oversight

- Work with the FOO and PVC/Deputy Dean to manage and the Faculty financial and business planning activities, including:
 - Financial forecasting.
 - Oversee the Faculty salary budget and manage Faculty financial approval for posts.
 - Develop and administer financial plans.
 - Prepare, review and analyse financial reports.
 - Support the Faculty budgeting process, preparing key planning documentation.

- Lead on financial operational management, including monitor and control of activities against budgets.
- Monitor faculty expenditure and revenue.
- Manage the overall budget for the faculty, and ensure its development is in line with Faculty objectives and key performance indicators.
- Ensure that relevant financial data is presented to the FOO, and SMT, and other University groups and committees.
- Support the Director of the Institute for Life course Development with budgetary oversight and spend relating to Research and Knowledge Exchange, such as HEIF and QR funding.

Human Resources

Work with Human Resources to oversee all the human resource functions for the faculty including:

- Enhancing recruitment, hiring, and compensation.
- Organising professional training and development, including new employee orientation;
- Optimising employee engagement; and ensuring regulatory oversight and legal compliance.
- Overseeing professional services staff development
- Support and promote initiatives to enhance wellbeing.
- Ensuring staffing posts are prioritised and processed by HR teams in good time to allow the faculty to meet key staff recruitment objectives in alignment with teaching and learning requirements.

Recruitment

- Lead on student recruitment for the faculty –set, monitor and report against recruitment targets, and ensuring that they are met, through effective recruitment processes and the effective leadership of admissions staff across the Faculty.
- Be the Faculty lead for contact with the central university teams, including the Head of Student Recruitment and Admissions, ensuring faculty objectives are aligned to central recruitment and admissions team processes.
- Lead the Clearing operation for the Faculty.
- Responsible for the continuous improvement and evolution and redesign of Recruitment processes both strategically and operationally to drive improvements in quality and quantity of applicants.
- Responsible for the successful implementation of all new systems changes and technology developments that impact.

Marketing & Communications

- Providing effective leadership to the Marketing, Communication and Events Team.
- Set the strategy and deliver best-in-class execution - ensuring that all marketing plans and activities are in line with the strategic vision of the university.
- Develop and execute multi-channel digital marketing campaigns with a focus

on driving recruitment.

- Ensuring a relentless focus on maximising ROI.
- Oversee the full customer life cycle across all segments, to achieve ambitious customer acquisition, retention, and revenue targets.

Managing Self:

- Self-motivated with the ability to work under pressure during peak periods.
- Team-focused, providing support to colleagues and activities as required.
- Develop and maintain positive relationships with a range of stakeholders.
- Responsible for maintaining own continuous development and ability to develop others.
- Respond to queries in a timely manner.
- Always maintain confidentiality.

Core Requirements:

- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security;
- Ensure compliance with Health & Safety and Data Protection Legislation;
- Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

Additional Requirements:

Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that the Head of business operations team delivers the required level of service.

KEY PERFORMANCE INDICATORS:

- Effective Administrative support, ensuring a positive staff and student experience.
- Timely production and delivery of work, meeting deadlines as required.
- Building effective relationships with key stakeholders.
- Contribution to the team ethos and effectiveness
- Enquiries responded to in a timely manner.
- Effective financial and budgetary management
- Effective delivery of marketing and recruitment plan

KEY RELATIONSHIPS (Internal & External):

- PVC
- Deputy Dean
- Heads of School
- Associate Deans
- Professional services Team Leads
- Academic and professional services staff
- Planning & Statistics/Finance
- Admissions
- Communications and Recruitment.

PERSON SPECIFICATION
Essential
Experience

- Excellent IT skills, including advanced Excel.
- Demonstrated experience in managing financial planning and analysis
- Demonstrated resourcefulness in setting priorities and guiding investment in people and systems
- Significant experience of managing in a matrix structure acting as a link between a local group and relevant central services and teams
- Significant experience of leading and managing teams, demonstrating successful delivery
- Demonstrated experience of developing and delivering strategy and action plans
- Demonstrated experience of addressing challenges and successfully managing change
- Demonstrated success developing and monitoring systems to manage both operational and

Desirable
Experience

- Strong operational experience the Higher Education sector or similar environment, in a senior management role.
- Direct Experience of functions within the responsibilities of the role

project work that involve high levels of collaboration

Skills

- Ability to produce financial monitoring reports and budget projections.
- Organisational development, HR, budget and resource development and strategic planning
- Possess an ability to establish rapport with key stakeholders and to facilitate good working relationships.
- Excellent people skills, with an ability to partner with a dynamic leadership team
- Flexible and able to multi-task; can work within an ambiguous, fastmoving environment, while also driving toward clarity and solutions
- Ability to use initiative and adopt a positive/proactive approach to problem solving.
- Ability to analyse and provide advice for various client groups.
- Capacity to assess and communicate priorities, organise multiple activities and plan workloads, sense of urgency and able to act rapidly with judgement.
- Pro-active approach to managing staff, processes, resources and projects.

Qualifications

- Degree or professional qualification and/or extensive proven relevant experience

Personal attributes

Skills

- N/A

Qualifications

- A higher qualification in a relevant field.

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Inclusive, Collaborative and Impactful

Personal attributes

- N/A