

JOB DESCRIPTION

Job Title: Head of Business Operations

Grade: SG9

Department: Faculty of Law, Arts, and Social Sciences

Responsible to: Faculty Operating Officer

Responsible for: The post holder will be expected to lead / manage around 4-5 teams. The specific teams will depend on the postholders' experience and expertise.

Key Contacts: FOO, Pro-Vice-Chancellor, Deputy Dean, Heads of School, Associate Deans, Academic and Professional Services colleagues, University-wide colleagues at all levels, students, visitors, external contacts.

Standard Occupational Classification (SoC code): N/A

Non-Contractual Nature of Role Profile: 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.

PURPOSE OF ROLE

The Head of Business Operations will be responsible for the efficient and effective running of Faculty operations, with responsibility for Faculty wide academic and student facing administrative support services, the Executive Support Office, information and data, Health, and Safety as well as space and facilities.

The role is key in ensuring effective and efficient administrative systems are delivered across the faculty on a continuous improvement basis. The role holder will provide professional service leadership and ensure that all administrative service functions are delivered in an efficient, responsive, and professional manner supporting excellence in teaching, research, and enterprise.

KEY ACCOUNTABILITIES

Team Specific:

- Leading and managing business operations on behalf of the faculty
- Lead on a number of key activities across the faculty in relation to student-facing services for all on- and off-campus delivery, RKE support services and governance and compliance operations.
- Lead on key activities associated with cross-campus partnership activities.
- Work strategically with a range of different stakeholders, including senior managers, balancing complex demands to deliver an effective support service.
- Work with the FOO on shaping and delivering major change projects within the faculty including mergers and larger scale re-organizations.

- Provide management information, interpreting and communicating complex information for senior-level guidance.
- Deputize for the Faculty Operating Officer as required.

Generic:

- Work with the FOO and Senior Leadership Team to set Faculty strategy and enable Professional Services to deliver its responsibilities.
- Work with the FOO and PVC/Deputy Dean to manage Faculty planning activity (both student numbers and financial).
- Provide effective leadership to the teams within the areas of responsibility, ensuring all risks are effectively managed, and teams are enabled to meet Faculty and University targets.
- Provide management information, interpreting and communicating complex information or senior level guidance.
- Take responsibility for records management and information compliance.
- Engage in relevant university committees as required.
- Responsible for the continuous improvement and evolution and redesign of Faculty processes and ongoing efficiency measures.
- Function as the Faculty lead for contact with the relevant central university teams, ensuring Faculty objectives aligned to central processes and the faculty's needs are represented.
- Take responsibility for the successful implementation of relevant new systems changes and technology developments that impact areas of responsibility.
- Ensure effective health and safety support service is maintained by the Faculty.
- Participating in wider Faculty activities where required such as Open Days, Graduation Ceremonies, Clearing.

Managing Self:

- Self-motivated with the ability to work under pressure during peak periods.
- Team-focused, providing support to colleagues and activities as required.
- Developing and maintaining positive relationships with a range of stakeholders.
- Maintained own continuous development and ability to develop others.
- Responding to queries in a timely manner.
- Always maintaining 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 perform duties in a resource efficient way, recognizing the shared responsibility of minimizing 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:

- Support and promote strong Health & Safety ethos to ensure the faculty meets the requirements of the University H&S policy, including acting as a DSE Assessor, First Aider, Fire Warden as required.
- 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 organization with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours and location, to ensure that Faculty 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 risk management.

KEY RELATIONSHIPS (Internal & External):

FOO, PVC, Deputy Dean, Heads of School, Associate Deans, Professional services Team Leads, Academic and professional services staff, Other Faculties and Central University Directorates and Offices

PERSON SPECIFICATION

EXPERIENCE:

Essential Criteria

- Demonstrated experience in managing, planning, reviewing and change processes.
- Demonstrated resourcefulness in setting priorities and guiding investment in people and systems.
- Extensive experience of managing 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 project work that involve robust levels of collaboration.

Desirable Criteria

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

SKILLS:

Essential Criteria

- Ability to produce financial monitoring reports and budget projections.
- Organizational 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/initiative-taking approach to problem solving.
- Ability to analyze and provide advice for various client groups.
- Capacity to assess and communicate priorities, organize multiple activities, plan workloads, sense of urgency and able to act rapidly with judgement.
- Pro-active approach to managing staff, processes, resources, and projects.

QUALIFICATIONS:

Essential Criteria

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

Desirable Criteria

- A higher qualification in a relevant field.

PERSONAL ATTRIBUTES:

Essential Criteria

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

Desirable Criteria

- N/A