

## Job Description

### Job title: Faculty Operations Manager

**Faculty/Directorate: Business and Law**

**Grade: G**

**Role profile: SMG2**

**Full time: 37 hours per week**

**Permanent**

	Duties of the role
<b>Overall purpose of the role</b>	<p>The Faculty Operations Manager is a key role in driving, managing and leading business operations across the faculty. The role ensures the smooth operational running of the faculty, by managing processes (whether people, financial, IT or Estates) that support staff and students. As these processes cross all activities in the faculty, they will provide leadership and management in a range of operational areas across professional services, as well as across teaching, research and enterprise. The role ensures everything is in place, and that there is coherence and continuity in services, to deliver effective support, so others may focus on their roles.</p> <p>Alongside the Director of Faculty Operations, the role will be responsible for implementing the faculty's strategic plan into operational activity across the faculty. The role will ensure that teaching, research and enterprise is running, and a high level of operational services is maintained for staff and students.</p> <p>This role is part of the faculty's professional services team, reporting to the Director of Faculty Operations.</p>
<b>Main duties and responsibilities</b>	<p><b>Staff Leadership and Management:</b></p> <ul style="list-style-type: none"> <li>• Provide leadership and management to faculty leadership administration support team, fostering a positive and supportive work environment, ensuring an excellent level of service for the Faculty Leadership Team.</li> <li>• Oversee day-to-day operations, effectively prioritising and allocating workloads to ensure efficient service delivery.</li> <li>• Coach and mentor colleagues, developing their capability such that each is fully able to contribute to their full potential.</li> <li>• Line management of their team within a faculty, following all university policies such as recruitment, appraisals and attendance management.</li> <li>• Follow financial regulations and control costs for a range of faculty budgets monitoring spend and ensuring cost targets are achieved. Provide budget forecasts and profiles as required. As required ensure the management and prioritisation of the faculty's annual capital allocation for faculty operations including the preparation of associated business cases.</li> </ul>

	Duties of the role
	<p data-bbox="338 141 1556 1957"><b>Leadership of Faculty Operations:</b></p> <ul data-bbox="338 141 1556 1957" style="list-style-type: none"><li data-bbox="338 141 1556 1957">• Lead on an agreed range of operational activities and projects that will support the development and delivery of an effective infrastructure and the efficient deployment of resources. Identify areas for improvement and develop and implement plans to realise the improvements.</li><li data-bbox="338 141 1556 1957">• Lead activity and manage faculty activities, estates and IT assets. This will involve management and planning across the faculty, including effective use of space for staff and students, oversight of building and refurbishment work, changes to occupancy and lab usage, use of teaching accommodation; oversight of IT/software re-fresh and roll out, oversight and monitoring of student and staff IT development, and the IT infrastructure.</li><li data-bbox="338 141 1556 1957">• Work in partnership with other directorates including: Strategic Planning and Insight (SPI); Finance &amp; Procurement; MarComms; Estates &amp; Facilities; Digital &amp; Technology (D&amp;T); Research, Business &amp; Innovation; and People Services to ensure that corporate initiatives and governance needs are met and the requirements of the Faculty are represented appropriately and local strategic objectives are delivered.</li><li data-bbox="338 141 1556 1957">• Act as the faculty designated lead and representative for a range of activities and be the point of contact on behalf of the Director of Faculty Operations with directorates and external clients, where appropriate.</li></ul> <p data-bbox="338 141 1556 1957"><b>Guidance, engagement and planning:</b></p> <ul data-bbox="338 141 1556 1957" style="list-style-type: none"><li data-bbox="338 141 1556 1957">• To support the Director of Faculty Operations, and other senior members of the Faculty Leadership Team in implementing the Faculty’s Strategic Plan</li><li data-bbox="338 141 1556 1957">• Coach and support staff to engage with business operations, ensuring processes and policies are followed. This will include advising professional services and academic staff (including teaching and research) on policies as required.</li><li data-bbox="338 141 1556 1957">• Form positive relations with key stakeholders across the university. Including liaising with the Faculty Leadership Team (such as Associate Deans, Heads of School etc) and make recommendations to ensure that faculty infrastructure and resources operate in line with university policies and procedures.</li><li data-bbox="338 141 1556 1957">• Liaise with professional services managers as needed to ensure faculty infrastructure and resources are efficiently used, and the services can be delivered and maintained.</li></ul> <p data-bbox="338 141 1556 1957"><b>Faculty Management:</b></p> <ul data-bbox="338 141 1556 1957" style="list-style-type: none"><li data-bbox="338 141 1556 1957">• Deputise for the Director of Faculty Operations as appropriate, including chairing relevant faculty committees as requested, representing the faculty on university committees, project teams, and working groups, effectively advocating for Faculty needs and perspectives.</li></ul>

	Duties of the role
	<ul style="list-style-type: none"><li>• Cultivate strong working relationships with directorates, and other faculty colleagues, facilitating knowledge/resource sharing and collaborative process improvements.</li><li>• Act as the Faculty lead for university-wide initiatives, actively contributing to their development, implementation, and successful integration within the faculty.</li><li>• Develop and maintain positive and productive working relationships with relevant University colleagues across departments and levels.</li><li>• Provide advice on faculty infrastructure and resources and proactively co-ordinating with all stakeholders including external contractors.</li></ul> <p><b>Additional Responsibilities:</b> Assist the wider remit of the faculty including: -</p> <ul style="list-style-type: none"><li>• Assisting colleagues within other Faculty support teams as required, e.g. Open Days, Clearing, graduations.</li><li>• Perform any other duties commensurate with the job grade as reasonably required from time to time.</li><li>• Working in partnership with the Director of Faculty Operations and other team managers to ensure a high-performing Faculty Professional Services function.</li><li>• Undertake all health and safety responsibilities associated with the role.</li><li>• The post holder will treat all DMU staff, students, contractors and visitors with dignity and respect. Provide a service that complies with the Equality Act 2010, eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations with particular attention to the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation.</li><li>• The post holder is required to minimise environmental impact in the performance of the role, seek to promote environmental sustainability within area of responsibility and actively contribute to the delivery of the DMU Environmental Policy.</li></ul>



# Person Specification

## Faculty Operations Manager

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Permanent

Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
Qualifications and training	Educated to degree level or demonstrable equivalence.	Essential		x			x
	Relevant management / professional qualification or equivalent post graduate management experience	Essential		x			x
Specific Knowledge/Skills/ Abilities	Demonstrable track record of delivering business change resulting in efficiencies or streamlined processes/procedures	Essential		x	x		
	Evidence of management and effective deployment of resources, human and financial	Essential		x	x		
	Formal project management experience	Essential		x	x		
	Strong interpersonal skills, including motivational negotiating, influencing and relationship building	Essential			x		
	Experience of working with and influencing senior managers	Essential		x	x		
	Experience of developing innovative solutions and contributing to strategic planning.	Essential		x	x		
	Experience of managing and controlling budgets/funding	Essential		x	x		
	High degree of initiative, dependability and ability to work with minimal supervision.	Essential		x	x		
	Able to analyse problems, identify underlying issues, interpret complex data and communicate the issues and implications to others, in particular conveying complex information to a non-expert audience.	Essential			x		

Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
	Ability to work as a part of a team and ability to pull together and lead teams from across the University as required.	Essential			x		
	Willingness to work flexible hours as and when required including occasional weekend working e.g., for University Open Days, Graduation etc.	Essential		x	x		
<b>Staff management</b>	Experience of line managing staff & the ability to optimise team performance & prioritise team workload.	Essential		x	x		
	Demonstrable track record of developing highly effective teams	Essential		x	x		
<b>Our Values and Behaviours at DMU</b>							
<b>We are Collaborative</b> – we work together to get things done	We support each other to achieve joint outcomes We understand how our work contributes to DMU We are aware of our personal impact on others	Essential			x		
<b>We are honest and Compassionate</b>	We are open, honest and caring We work on a trust basis We hold ourselves accountable for our actions	Essential			x		
<b>We are innovative and Creative</b>	We constantly strive for better We challenge bureaucracy and explore digital solutions We are innovative and creative	Essential			x		
<b>We are a community</b> – we value and champion Difference	We embrace alternative views We treat others with respect We tackle inequalities	Essential			x		

\*A = Application Form; I = Interview; T = Test; D = Documentary Evidence