



HEAD OF CAMPUS OPERATIONS

De Montfort University (DMU)
London

CANDIDATE INFORMATION PACK



WELCOME FROM THE VICE-CHANCELLOR

**I want to thank you for your interest in
De Montfort University London.**

Opening our London campus was an exciting step in our 150-year-old history. These roles will be critical to the continued success of our project.

At DMU, our mission is to create opportunities for everyone, and this forms our Empowering University strategy. This commitment to transforming lives is at the heart of our education, be it delivered at our Leicester campus, or those in Dubai, Cambodia and Kazakhstan. Our campus in London now adds to that identity.

Central to our education is our block learning method and this is a key part of the London experience, alongside a focus on employability. We take advantage of the lively business setting of the campus in Zone 1 to ensure placements for students and opportunities for their development.

DMU is an incredibly friendly and welcoming place, shaped and energised by people willing to embrace new ideas and create something special at the heart of education. I hope you will also feel inspired to join us on the journey at our London campus.

With my very best wishes for the future,

A handwritten signature in black ink, appearing to read "katie". It is written in a cursive, flowing style with a horizontal line underneath the signature.

**Professor Katie Normington
Vice-Chancellor, De Montfort University**

DMU EXPANSION TO LONDON

For the past 150 years, De Montfort University (DMU) Leicester has changed lives, built futures, and challenged convention. The expansion to London has seen even more students benefit from our innovative teaching methods and commitment to sustainability and educational innovation. In addition to leveraging the connections within business communities that DMU London is part of, the expertise and excellence delivered at Leicester has been replicated at London.

Innovative Educational Partnerships Limited is a wholly-owned subsidiary of DMU and is engaged by DMU to provide teaching and support staff for the operation of DMU's London campus (DMU London). DMU London is part of DMU's ambitious growth agenda is delivering teaching excellence, across many disciplines and subjects, which have a focus on sustainability and employability, and provides students with an excellent choice of postgraduate programmes.

At the heart of the city

Located in the heart of the city, DMU London is ideally placed. With multinational companies on the doorstep and a zone 1 campus in historic Whitechapel, professional managers and ambitious leaders will benefit from studying and living in this global business hub.

With six tube stations just a short walk away from the campus, and the Elizabeth Line connecting East to West, getting around the City couldn't be easier.

London's vibrant ecosystem of multinational corporations, SMEs and leading technology companies provides exciting opportunities for industry collaborations and networking, enriching the learning experience for students. DMU London taps into this ecosystem to build partnerships and collaborations with major companies located near to the campus.

Employability at the heart

Careers support at DMU was named the best in the sector* with students enjoying placements with big names such as Rolls Royce, Pfizer and IBM. Employability is embedded into the courses including opportunities to connect with employers and work on live projects and client briefs.

DMU London's programmes maximise students' exposure to business contacts, giving them valuable networking opportunities and supporting them to step into the workforce with the attributes most valued by employers.

As part of the course, there are activities that simulate real-world business scenarios where students can experience what it might be like to be on a board of directors with responsibilities for decision making and commercial performance.

Students benefit from a Careers Development team and have free access to exclusive online resources such as the UK Career Ready programme, Student Circus, an online jobsite for international students, and the virtual reality platform, Bodyswaps, to practice interview technique.

DMU's membership of the Institute of Directors, and partnerships with multi-national companies such as Barclays Bank, will be leveraged to develop an exciting range of opportunities for DMU London students.

Become a sustainable business leader

DMU is the only university in the UK to be a United Nations' Academic Impact Hub for the Sustainable Development Goals, and is 7th in People and Planet's university league.

The London campus embeds sustainable practices throughout the courses empowering students to lead organisations to a more sustainable future. Carbon literacy training, expertise in the latest research on sustainability, a campus building with excellent green credentials and located in Zone 1 for environmentally-friendly transport options, ensure that sustainability is a key part of DMU London experience.

An accredited carbon literacy module, created specifically for DMU London, forms part of the academic programme, giving students skills that are in demand by employers aiming to transition to net-zero and looking for graduates that can bring the latest research-informed guidance on sustainability.

Teaching takes place at The Amp in the East End of the city. It is a hub for learning, innovation and collaboration with a commitment to sustainability through low energy lighting, low-flow water, cycle spaces and biodiversity areas.

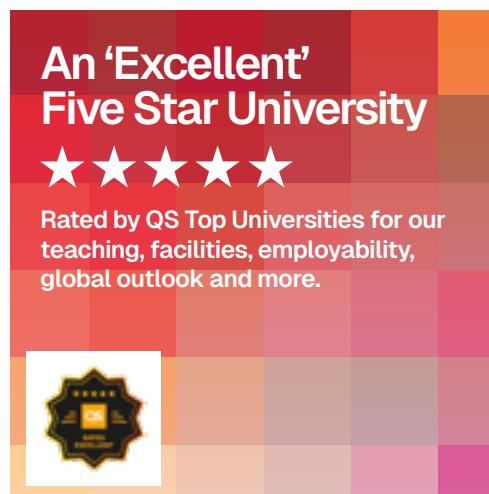
150 Years of innovative education

With a rich heritage spanning over 150 years, DMU has consistently delivered outstanding education across the globe. DMU's postgraduate courses are ranked 8th best in the UK** and students voted us 27th best university overall.

London offers the world-class teaching and distinctive block approach that makes DMU a QS five-star rated university.

Students benefit from DMU's innovative block teaching model, which sees modules taught one at a time, helping students balance life and studies. This approach also allows them to focus fully on each area and have assessments and feedback after each module.

Students are taught by highly experienced academics for two days per week, have industry experience embedded into the course and study alongside like-minded professionals, sharing ideas and inspiring each other.



*WhatUni Student Choice Awards

* Target Jobs National Graduate Recruitment Awards

**Whatuni Student Choice Awards



JOB DESCRIPTION:

EMPLOYER: INNOVATIVE EDUCATIONAL PARTNERSHIPS LIMITED (IEPL)

JOB TITLE: HEAD OF CAMPUS OPERATIONS

LOCATION: DMU LONDON

REPORTING TO: DIRECTOR OF DMU LONDON

FULL TIME (37 HOURS PER WEEK), PERMANENT

	Duties of the role
Overall purpose of the role	<p>The DMU London Head of Campus Operations is responsible for campus operations at the DMU London campus. This role will report into the Director of DMU London and will support them in developing and delivering the London strategic plan and operational plans, and with the overall management of the London campus in support of the campus' and University's strategic aims. This role will form a key part of the London campus management team. It will lead the operational management of the campus (both physical and financial resources), the delivery of student support and the provision of academic administration in support of the teaching taking place at the London campus, ensuring the effective and efficient operation of the campus. It will ensure coherence and continuity in the delivery of effective high-quality support services across campus operations and academic administration for DMU London students and campus staff.</p> <p>This role will lead the relationship with academic teams at the London campus, and Professional Service Directorates at the Leicester campus, and hence, this person will need to build strong and durable working relationships with colleagues across at the London campus and senior staff at the Leicester campus.</p>
Main duties and responsibilities	<p>The key responsibilities of the post holder are:</p> <ul style="list-style-type: none">• To lead and manage the administration for DMU London academic programmes, ensuring all aspects are effectively supported and liaison with academic teams is professionally managed.• To lead and manage the provision of staff and student support services and the provision of general administration and professional services at the London campus to assist with the delivery of the annual performance targets in support of the London campus' strategic aims.• To lead and co-ordinate a cohesive and performance driven team to ensure delivery and evolution of these services. Line management responsibilities for team members. This will include recruiting, motivating and developing individuals, and undertaking appraisals, setting and monitoring objectives, and agreeing relevant development and training.• To evolve the operating model, as needed, to ensure an effective and efficient delivery of staff, student support and administrative services which meet the needs of the university, its students and its staff.• To have oversight of the physical resources (including budgetary responsibility) and infrastructure across the London campus, ensuring effective deployment, development and maintenance to meet the campus' strategic aims. Working with Leicester campus teams to ensure that all the required services are suitably mirrored in the London campus and communication channels between the two campuses is effectively managed. The operating basis is that the first level of support is provided in London with the more specialist and technical elements provided from Leicester by the relevant Professional Services team.• The services provided for academic and professional staff, and students include:<ul style="list-style-type: none">• Administration for academic teams and programme and module delivery.• Timetabling support.• Student admissions and registration.• Library services and study support.• Student services and helpdesk.• IT and AV support.• Building services.• Reception services.• General administration.• Health and safety.

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	Duties of the role
Main duties and responsibilities	<ul style="list-style-type: none">• To support the Director of DMU London and Deputy Head Academic in implementing the London Strategic Plan.• To ensure pro-active collaboration and engagement with other Leicester professional services directorates to influence and agree policy and service requirements e.g. Marketing, the International Office, Strategic Planning Insight, People and Organisational Development and Finance.• To deputise for senior colleagues as required.• To 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 to directly enhance student experience and ensure that the provision remains sector-leading. To identify areas for improvement and develop/implement plans to realise the improvements. To establish, maintain and develop a range of external networks to facilitate the above.• To sit as a member of the DMU London Leadership Board, and contribute to the decision-making, around both operational activities and also planning rounds and strategy.• To establish and deliver annual operating plans for the team, aligned to the University strategic aims. Establishing a framework of continuous improvement across the function and providing appropriate and relevant management information when required.• To work in partnership with other directorates including: Strategic Planning Insight (SPI); Finance; Marketing and Communications; Estates; Digital & Technology (D&T); Library and Student Services, Registry Services and People and Organisational Development (POD) to ensure that corporate initiatives and governance needs are met and the requirements of the DMU London campus are represented appropriately and local strategic objectives are delivered.• To act as the DMU London designated lead and representative for a range of activities and be the point of contact on behalf of the Director of DMU London with corporate directorates and external clients, where appropriate.• To represent the London campus at a range of faculty and university boards, groups and committees, as appropriate, and contribute effectively to debate and generation of solutions. Leading, supporting or otherwise contributing to a range of corporate projects, groups and committees.• To support the Director of DMU London to meet the university's requirements for health and safety by contributing in ensuring a safe and healthy environment for staff, students and visitors, ensuring compliance with statutory and regulatory requirements. Establishing and delivering an annual Safety Plan in line with University governance.• To lead operational support for university recruitment activities, such as student interviews and open/taster days, including attending open days in a management capacity where required.• Perform any other duties commensurate with the job grade as reasonably required from time to time.• Treat all IEPL and 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 sex and sexual orientation.

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Area of responsibility	Requirements	Essential or Desirable	*Method of assessment
Qualifications and training	Educated to degree level or demonstrable equivalence.	Essential	A, D
	Relevant management / professional qualification or equivalent post graduate management experience.	Essential	A, D
Previous work experience	Demonstrable track record of delivering business change resulting in efficiencies or streamlined processes/procedures.	Essential	A, I
	Evidence and experience of management and effective deployment of resources, both human and financial within tightly controlled budgets, and of managing/controlling budgets. Experience of managing and controlling budgets.	Essential	A, I
	Collaborative working at all levels, working with internal and external stakeholders to enhance service delivery and development through influence and relationship management, including with senior staff.	Essential	A, I, T
	Experience of developing innovative solutions and contributing to strategic planning.	Essential	A, I
	Experience of management and analysis of data to inform strategy and decision making	Essential	A, I
Specific Knowledge / Skills / Abilities / Motivation / Attitude required	Formal project management experience, including the ability 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	A, I
	Ability to work as a part of a team and ability to pull together and lead teams from across the university as required. Ability to achieve desired organizational outcomes through positive influence to create a positive work environment and to motivate colleagues.	Essential	I, T
	Strong interpersonal skills, including motivational negotiating, influencing and relationship building. Outstanding relationship building and networking skills.	Essential	A, I
	Excellent organisational skills through appropriate use of IT solutions available through the University.	Essential	I
	Excellent written communication skills and strong presentation skills.	Essential	A, I, T
	Ability to prioritise, manage workload effectively and meet deadlines. High degree of initiative, dependability and ability to work with minimal supervision.	Essential	I

*A = Application form; I = Interview; T = Test; D = Documentary evidence

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Area of responsibility	Requirements	Essential or Desirable	*Method of assessment
Staff management Attitude required	Experience of leading teams and managing colleagues, including line management of staff and the ability to optimise team performance and prioritise team workload. in particular conveying complex information to a non expert audience.	Essential	A, I, T
Additional requirements	Willingness to work flexible hours as and when required, including occasional weekend working e.g. for university open days, graduation etc. in particular conveying complex information to a non expert audience.	Essential	A, I
Our values and behaviours at DMU			
We are Collaborative – 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	I
We are honest and Compassionate	We are open, honest and caring. We work on a trust basis. We hold ourselves accountable for our actions.	Essential	I
We are innovative	We constantly strive for better	Essential	I

HOW TO APPLY

This recruitment is being managed by De Montfort University on behalf of Innovative Educational Partnerships Limited.

To apply, please submit the following documentation to the Talent and Development Team via email: dmulondonrecruitment@dmu.ac.uk.

Please submit the following:

- A CV setting out your career history including key responsibilities and achievements, and details of two referees
- A supporting statement explaining how you consider your skills, qualities and experience provide evidence of your suitability for the role, with particular reference to the role details set out in the candidate pack
- Use 'Application for Head of Campus Operations' in the subject field of the correspondence

For any informal enquiries or to arrange an information conversation, please contact the Talent and Development team initially via email: dmulondonrecruitment@dmu.ac.uk.

Applications are welcomed up until midnight on Sunday 15 March 2026.

All applicants are requested to submit a completed version of an Equal Opportunities Monitoring form with their application. The information provided will be handled in the strictest confidence and will only be used for statistical monitoring purposes.

For more information about the use of personal information provided by candidates to the university, please visit our [website](#).