### Role profile

<table>
<thead>
<tr>
<th>Job title</th>
<th>Head of Operations</th>
<th>Job family and level</th>
<th>Administrative, Professional and Managerial Level 6</th>
</tr>
</thead>
<tbody>
<tr>
<td>School/Department</td>
<td>Nottingham University Business School, Faculty of Social Sciences</td>
<td>Location</td>
<td>Business School North, Jubilee Campus</td>
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</tbody>
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#### Purpose of role

The Head of Operations will deputise for the Faculty Operations Director and will have two key leadership areas:

A - To provide strategic leadership, direction, planning and management for the delivery of Faculty-wide projects/an area of Faculty wide responsibility

The Head of Operations will coordinate with all appropriate staff and stakeholders in each of the schools to achieve high performance and effective operational delivery of all plans and projects in relation to their specific area of responsibility ensuring that they are aligned to the Faculty and University's strategic and operational requirements

B - In addition to the above, the post holder will be responsible for the strategic and operational management in Nottingham University Business School, working with and supporting the Dean and other members of the School's leadership team to ensure the development and implementation of the school's strategies e.g. teaching, research, external engagement etc.

The Head of Operations will have line management responsibility for all of the School's Professional Services staff.

### Main responsibilities

(Primary accountabilities and responsibilities expected to fulfil the role)

<table>
<thead>
<tr>
<th>% time per year</th>
<th>Faculty strategy and operations</th>
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| 25%             | 1. Faculty strategy and operations
  - To work in partnership with the Faculty Operations Director and the Heads of Education and Research, and Operations Managers across the Faculty in developing, implementing and evaluating the Faculty's strategic plans in accordance with the University strategic planning cycle, ensuring Faculty and School plans and projects are aligned to strategic and operational requirements and tracking actions against plans to deliver performance targets against allocated resources. Ensure any risks and issues are proactively identified, managed and mitigated (current and future). To liaise with senior Professional Services and Academic staff across the Faculty to encourage cross-Faculty working.
  - Responsible for Faculty level cross-School working in specified areas, working with colleagues and where appropriate coordinating the staff, |
to ensure efficient delivery of administrative and operational support across the Faculty, to develop and share expertise and best practice and to overcome all barriers to Faculty-wide activity. Also, to liaise with appropriate staff in Professional Service departments to ensure joined-up working across the university.
- To deputise for the Faculty Operations Director as appropriate.

### School strategy and governance
- Working alongside the Dean, members of the School’s leadership team, the School’s operations manager and relevant Faculty colleagues, to support, contribute and coordinate the development, implementation and monitoring of the School's academic and financial strategy and associated operational plans.
- To support and contribute to the development of Faculty-wide strategies and to be responsible for delivering and embedding within the School any initiatives, plans and objectives arising from these.
- Work collaboratively with the Faculty Operations Director, Professional Services departments, Faculty Heads of Education and Research, and Operations Managers across the Faculty to ensure the strategic and operational requirements of the School, Faculty and University are appropriately aligned and governed.
- Supported by the School’s Operations Manager, to lead and oversee planning and governance activities in the School, including activities in response to Faculty and University-wide initiatives such as REF and TEF planning, research and teaching policy changes and curriculum development.
- Through the School's Accreditation Team, to oversee the planning, preparation and delivery of the School’s accreditation processes, specifically leading on all matters relating to the School's operations, finances, resources, and professional services.
- To facilitate tri-campus coordination

### People
- Working closely with the School’s operations manager to lead and manage the deployment of staff in line with University, Faculty, School and Divisional plans, proactively planning resource requirements for both the short and long-term future in conjunction with the Faculty Operations Director and with the support of the HR Business Partner.
- Through the School's Operations Manager, manage the operational delivery of the annual Faculty HR administration processes across the School (e.g. appraisal, reward, promotions, re-grading, workload planning etc.) working in partnership with the Faculty HR Business Partner and Faculty Operations Director. Taking prompt action to mitigate risks and barriers to operational effectiveness and areas of underperformance.

### Education and Student Experience, Research and Knowledge Exchange, and External Engagement
- Through the School's Operations Manager, support the Director of Research to oversee the delivery of pre- and post-award support and management, identify and lead business development and commercialisation opportunities.
- Through the School’s Education Manager, support the Director of Education and Student Experience to manage UG and PGT courses to
ensure high quality academic delivery, and appropriate administrative, welfare, and student experience support is in place within the school, undertaking liaison with key Student Services managers to facilitate an exceptional student experience for students.

- To oversee the External Engagement team, both those directly employed by the School and those employed by the Professional Services Departments but embedded in the School, to ensure that it is proactive and meets the needs of the School.

| Finance | To be responsible for the financial planning process including budgeting, planning and financial control; working in partnership with the School’s Operations Manager, the Faculty Finance Manager and relevant Faculty colleagues.  
To be responsible for scoping, proposing and developing business cases and funding proposals with the School leadership team and colleagues in Professional Services in support of School policies and priorities, for example a new Business School building. | 5 | 10% |
| Representation | Represent the University as a member of the relevant professional bodies including potential service on associated committees and working groups. Representing the School’s and Faculty’s interests within the University and liaise with external partners and Sponsors. | 6 | 5% |
| Any other duties appropriate to the role. | 7 |
## Person specification

<table>
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<tr>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td><strong>Skills</strong></td>
<td><strong>Knowledge and experience</strong></td>
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<tr>
<td>- Strategic thinking and long term planning.</td>
<td>- Substantial, relevant managerial experience in a senior role within a large, complex, matrix organisation.</td>
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The University of Nottingham is focused on embedding equality, diversity and inclusion in all that we do. As part of this, we welcome a diverse population to join our work force and therefore encourage applicants from all communities, particularly those with protected characteristics under the Equality Act 2010.
Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University’s strategy, vision and values. The following are essential to the role:

**Valuing people**
Understands that it is essential to provide a structure that people can thrive in. Knows how to communicate with people to create a healthy working environment and get the best out of people.

**Taking ownership**
Communicates vision clearly, providing direction and focus. Knows how to create a productive environment where people are inspired and can work cross-departmentally in partnership.

**Forward thinking**
Has the ambition to be a pioneer in own area, anticipating the future change, needs and challenges. Knows how to innovate within their work context and champions others to be inspired to be part of this ambition.

**Professional pride**
Keeps up to date on latest thinking, trends and work practices. Supports team to be thought leaders; willing to challenge if obstacles get in the way.

**Always inclusive**
Establishes far reaching partnerships, well beyond own area across a broad range of networks. Understand role to pay due regard to the needs of the whole community.

Key relationships with others