



Job title	Senior Operations Manager	Job family and level	Administrative, Professional and Managerial Level 5
School/ Department	Faculty of Social Sciences	Location	Jubilee and University Park Campuses

Purpose of role

As Senior Operations Manager, you will be part of the Faculty's operational management team and will be responsible for both strategic and operational planning, management, and ongoing development of the professional services support in one of the Faculty's seven Schools. You will support the Head of School and the School's senior leadership team in the development, management and implementation of the School's strategic/operational priorities, budgets and plans

Working closely with the Heads of Operations, RKE and ESE and colleagues in Central Professional Services Departments, you will manage all School-funded professional services and oversee the delivery of seamless operations and support, which underpins the School, Faculty and University strategic priorities. You will also operate as part of a network of managers to share best practice, ensure a joined-up approach, and lead on the planning, delivery and continuous improvement of operations or strategic projects/initiatives across the Faculty. The detailed division of responsibility between the operational management teams will be agreed annually.

You will be required to think strategically and solve problems with the interpersonal and communication skills that are vital to build strong networks and provide leadership in delivering innovative, high quality services.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	Faculty-wide Strategy and Projects <ul style="list-style-type: none"> ▪ Working closely with the senior academic and professional services colleagues, lead the development and implementation of a specific area of the Faculty's strategy or operations. ▪ Contribute to the development, implementation and evaluation of the Faculty's plans and priorities. ▪ Lead on the development and delivery of a number of cross-cutting projects and initiatives. 	15%
2	Operations and Governance <ul style="list-style-type: none"> ▪ Play a key role on the School Executive Committee, working closely with the Head of School and the Head of Operations to develop, operationalise, implement and monitor School strategies and plans. ▪ Ensure there are appropriate systems and processes in place to monitor and report on progress against approved plans and KPIs. ▪ Lead and oversee the collection and preparation of information and documentation quality assurance and enhancement purposes. 	60%

	<ul style="list-style-type: none"> ▪ Working with the Heads of Operations and the School's leadership team, contribute to the Faculty's Annual Strategic and Financial Planning cycle and lead on School-level planning. ▪ Lead on the School's operational processes, coordinating operational and administrative support, and ensuring that there are appropriate policies, processes and systems in place to support success and ensure legal, statutory and regulatory compliance. ▪ Manage and oversee the School's operational support for ESE and RKE related activity, working in partnership with the Faculty Heads of ESE and RKE and colleagues in Registry and Academic Affairs and Research & Innovation, to ensure that administrative processes are efficient and effective and underpin high quality academic delivery, and excellent student experience. ▪ Manage and oversee the delivery of HR-related administration and processes working in partnership with the Faculty HR Business Partner and the Head of Operations. ▪ Manage and control the School's operational budgets working with the Senior Leadership team to ensure they are aligned with priorities, provide value for money and that related policies are adhered to. ▪ Lead on scoping, proposing and developing business cases and funding proposals, working closely with the Finance Manager and senior academic and professional services colleagues as appropriate. ▪ Working closely with the Faculty's Operations Manager (Facilities), oversee the School's physical infrastructure, equipment and consumables and H&S compliance. ▪ Build strong and effective relationships with colleagues across the Faculty and in Central Professional Services in order to provide seamless operational support, local expertise and a point of escalation to resolve issues that arise. 	
3	<p>People</p> <ul style="list-style-type: none"> ▪ Provide direct and indirect line management of professional services staff in the School. Including managing recruitment, selection, performance and development of staff. ▪ Manage and proactively plan the short and long-term deployment of Professional Services colleagues in the School/Faculty to support School and Faculty strategies. 	10%
4	<p>Continuous Improvement</p> <ul style="list-style-type: none"> ▪ Working with senior Professional Services colleagues across the Faculty, contribute to the continuous improvement of operational systems and processes. ▪ Lead and actively contribute to the Faculty's Professional Services Networks and communities of practice. 	10%
5	<p>Representation</p> <ul style="list-style-type: none"> ▪ Represent the University as a member of relevant professional bodies including service on associated committees and working groups. ▪ Represent the School/Faculty on appropriate University committee and working groups. ▪ Deputise for the Head of Operations as appropriate. 	5%
6	Any other duties appropriate to the role.	

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Strong leadership and management skills ▪ Analytical skills and a considered approach to strategic thinking, operational planning and problem solving. ▪ Strong interpersonal skills including negotiation, influencing, collaboration and relationship building. ▪ Excellent communication and presentation skills. ▪ High-levels of self-motivation and ability to motivate and lead others. ▪ Organisational skills with an agile and adaptive approach. ▪ Emotionally intelligent with high degrees of empathy and awareness. ▪ Ability to handle sensitive and confidential issues and manage conflict effectively. ▪ High level of IT skills and digital competency, including MS Office 	
Knowledge and experience	<ul style="list-style-type: none"> ▪ Experience of leading, managing, developing and motivating professional services teams within a large, complex, matrix organisation. ▪ Experience of supporting the development and delivery of business strategies and operational plans. ▪ Experience of managing or contributing to projects and a track record of supporting successful change. ▪ Evidence of developing and implementing service excellence, business systems and processes, and contributing to a culture of continuous improvement. ▪ Previous experience of undertaking effective communication and supporting and influencing senior management teams. ▪ Evidence of innovation and problem-solving. ▪ Experience of monitoring and reporting on budgets and an understanding of financial management procedures. 	<ul style="list-style-type: none"> ▪ Experience of working in a management role within the HE sector, and awareness of university decision making, structures and procedures. ▪ Knowledge of the working processes and systems in universities. ▪ Experience of working in central and devolved administrations. ▪ An understanding of the particular features, challenges, and opportunities associated with the Social Sciences.
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> ▪ Honours degree and/or professional qualification, OR proven track record of relevant work experience, demonstrating practical and theoretical knowledge of the field of work. 	<ul style="list-style-type: none"> ▪ Formal Project management and/or process improvement qualification e.g. PRINCE2, Sigma 6 etc



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** Is always equitable and fair and works with integrity. Proactively looks for ways to develop the team and is comfortable providing clarity by explaining the rationale behind decisions.
- Taking ownership** Is highly self-aware, looking for ways to improve, both taking on board and offering constructive feedback. Inspires others to take accountability for their own areas.
- Forward thinking** Driven to question the status quo and explore new ideas, supporting the team to "lead the way" in terms of know-how and learning.
- Professional pride** Sets the bar high with quality systems and control measures in place. Demands high standards of others identifying and addressing any gaps to enhance the overall performance.
- Always inclusive** Ensures accessibility to the wider community, actively encouraging inclusion and seeking to involve others. Ensures others always consider the wider context when sharing information making full use of networks and connections.

Key relationships with others



