



Job title	Head of Operations	Job family and level	Administrative, Professional and Managerial Level 6
School/ Department	School of Veterinary Medicine and Science, Faculty of Medicine and Health Sciences	Location	School of Veterinary Medicine and Science, Sutton Bonington Campus with occasional travel to Nottingham Campuses

Purpose of role

To provide business, financial and administrative management to enable the Dean / Head of School's leadership of a successful and diverse academic School. We are a large, complex, multi-site, complex and research-intensive Veterinary School with multiple partner practices through which we deliver teaching around clinical cases.

You will be responsible for the strategic and operational management in the School of Veterinary Medicine and Science, working with and supporting the Dean / Head of School and the School's Executive Team to ensure effective School operations and the development and implementation of School and Faculty strategies. You will coordinate with stakeholders and all appropriate staff and to achieve effective operational delivery and high performance of all plans and projects in relation to specific areas of staff responsibilities. You will lead and direct the administration of the School, with responsibility for the oversight of the management of financial resources. You will have line management responsibility for all of the School's Professional Services staff including administrative and technical staff.

You will be a member of the Faculty Leadership Group and Faculty Operations Group and will be expected to provide strategic leadership, direction, planning and management for the delivery of Faculty-wide projects/an area of Faculty wide responsibility. In doing so, you will ensure these are aligned to the Faculty and University's strategic and operational requirements. In addition, you will support School-based colleagues to deliver their Faculty-wide responsibilities.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	<p>School Management, Strategy and Governance</p> <ul style="list-style-type: none"> ▪ As a member of the School's Executive Team, work closely with all executive members, contributing to discussions and decisions on all major School issues. ▪ To work in partnership with the Dean / Head of School (HoS) and School's Executive Team in developing the School's strategic vision. To be responsible for developing an operational plan by which the School Plan is implemented, thus enabling the School to meet its aspirations. ▪ From a thorough knowledge and understanding of the background to key issues, and a detailed analysis and assessment of the implications of impact on the School, brief the HoS with options, options analysis and recommendations ▪ To support and contribute to the Faculty-wide responsibilities of the Heads of Operations in relation to key themes and to be responsible for delivering and embedding within the School any initiatives, plans and objectives arising from these themes, as agreed by the School's Executive Team. ▪ Work collaboratively with the Faculty Operations Director, Professional Services departments and other Heads of Operations within the Faculty to ensure the strategic and operational requirements of the School, Faculty and University are appropriately aligned and governed. ▪ To support the planning and governance activities across Research, Teaching and Services rendered operations within the school, including their activities in response to Faculty and University-wide initiatives such as REF and TEF planning, research and teaching policy changes and curriculum development. ▪ To act as line manager to the Senior Research and Business Development Manager, working collaboratively and facilitating them to ensure the effective delivery of pre- and post-award support and management, research business development, impact and knowledge exchange and commercialisation opportunities. ▪ Act as line manager to the various operational managers for Governance, Teaching Learning and Assessment, Student Placements, Student Experience, Continuing Education, and Student Admissions, working collaboratively to ensure effective and high quality delivery. ▪ Overseeing accrediting body (PSRB) annual reports and accreditation visits. ▪ Lead and directing the marketing activities of the School including overseeing the administration of Student Admissions and overseeing the undergraduate and postgraduate student experience. 	50%

	<ul style="list-style-type: none"> ▪ Overseeing the management of the School's infrastructure, equipment, consumables so as to provide an effective, efficient and safe working environment. ▪ Oversee the School's Quality Assurance function to audit and assure all strategic areas on an ongoing basis and to review performance across the School and compare it to best practice to identify areas for improvement.. 	
2	<p>Financial Management</p> <ul style="list-style-type: none"> ▪ To manage the School's financial processes including budget setting processes, providing long-term business planning and financial direction for the School to realise its strategic aims in all areas of its activity. ▪ To agree and provide systems for monitoring School (and its constituent units) budgets and income ▪ To contribute towards the development, implementation and monitoring of the School's financial strategy in partnership with the Head of School and the School's Executive Team. To work with the Heads of Divisions and Directors of Academic Units/Platforms to ensure their overall success and where relevant delivery against their budgets. ▪ To be responsible for the financial planning process including budgeting, planning and financial control, minimising risk to the School and working in partnership with the Faculty Finance Manager and relevant Faculty colleagues. ▪ To be responsible for scoping, proposing and developing business cases and funding proposals with the School Executive Team and colleagues in Professional Services in support of School and Faculty policies and priorities, for example new course developments. 	20%
3	<p>People</p> <ul style="list-style-type: none"> ▪ To lead and manage the deployment of staff in line with University, Faculty, School and constituent unit 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. ▪ Manage the operational delivery of the annual HR administration processes across the School (e.g. appraisal, reward, promotions, regrading, workload planning etc.) working in partnership with School staff and the Faculty HR Business Partner and Faculty Operations Director. ▪ To write and present business cases and other supporting documentation for the Faculty Pro-Vice Chancellor (FPVC) and University Management Board in support of Faculty and School objectives. ▪ To take prompt action to mitigate risks and barriers to operational effectiveness and areas of underperformance. 	10%

	<ul style="list-style-type: none"> ▪ To act as line manager to Professional Services (administrative and technical) staff 	
4	<p>School representation</p> <ul style="list-style-type: none"> ▪ Represent the School's interests within the University and liaising with external partners and Sponsors, in particular building strong, effective relationships with the Clinical Associate practices and other partners ▪ Be routinely involved in complex and important negotiations with the PSRBs and other external bodies. ▪ Represent the University as a member of the relevant professional bodies including potential service on associated committees and working groups. 	10%
5	<p>Faculty strategy and operations</p> <ul style="list-style-type: none"> ▪ To work in partnership with the Faculty Operations Director, the Heads of Operations and other colleagues 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 Faculty and University 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 Heads of Operations and other senior staff across the Faculty to encourage cross-Faculty working. ▪ Take responsibility 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 technical support across the Faculty, to develop and share expertise and best practice and to overcome all barriers to Faculty-wide activity. ▪ To liaise with appropriate staff in Professional Service departments to ensure joined-up working across the university. 	10%
6	<ul style="list-style-type: none"> ▪ Any other duties appropriate to the grade and role. 	

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Strategic thinking and long-term planning. ▪ Effective leadership and management. ▪ Structured, planned and analytical approaches to problem solving. ▪ Effective at negotiation and influencing. ▪ Agile and adaptive thinking. ▪ Self-motivation and ability to motivate and lead others. ▪ Cross functional collaboration and relationship building. ▪ Effective, empathetic verbal, written and presentation communication. ▪ Effective time management and prioritisation. 	
Knowledge and experience	<ul style="list-style-type: none"> ▪ Substantial, relevant managerial experience in a senior role within a large, complex, matrix organisation. ▪ Detailed knowledge of best practice in financial and people resource management. ▪ Evidence of experience of people leadership and management of large diverse professional teams. ▪ Evidence of experience of business systems and processes applications and development. ▪ Financial management and budgetary responsibility. ▪ Experience working with PSRBs, and evidence of working within an environment requiring maintenance of accreditation standards. ▪ Evidence of experience of working with, and influencing, senior management teams. ▪ Evidence of experience of managing large / complex projects. ▪ Evidence of experience of developing and implementing service excellence. ▪ Evidence of experience of creating a continuous improvement culture. ▪ Evidence of experience of managing a large number of staff in a complex organisation. 	<ul style="list-style-type: none"> ▪ Knowledge of the working processes and systems relevant to Higher Education institutions. ▪ Experience of working in central and devolved administrations. ▪ Proven experience of working in or with the Higher Education sector. ▪ Experience of working in collaboration with the veterinary healthcare sector in relation to education and/or research ▪ Experience of working in collaboration with the veterinary healthcare sector in relation to clinical services and/or clinical teaching

	<ul style="list-style-type: none"> ▪ Evidence of experience of undertaking effective and engaging two-way communication. ▪ Evidence of experience of leading and managing successful change. 	
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> ▪ Relevant degree or professional qualification plus substantial, relevant managerial experience OR proven track record of relevant extensive work experience, demonstrating expertise in a field of work and management experience of projects, people and resources. 	<ul style="list-style-type: none"> ▪ Recognised, relevant postgraduate degree, qualification or equivalent
Statutory/Legal requirements	<ul style="list-style-type: none"> ▪ Satisfactory basic disclosure obtained from the Disclosure and Barring Service. 	



Athena Swan
Gold Award



Race Equality Charter
Bronze Award



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



