

UNIVERSITY OF LINCOLN JOB DESCRIPTION

JOB TITLE	College Director of Operations – Lincoln International Business School				
DEPARTMENT	College of Business				
LOCATION	Brayford				
JOB NUMBER	SB023	GRADE	10	DATE	October 2020
REPORTS TO	PVC / Head of College (Lincoln International Business School)				

CONTEXT

As one of four Colleges of the University of Lincoln, the Lincoln International Business School (LIBS) is playing a central role in the University's rapid growth and expanding reputation both in the UK and abroad. The College is expanding its portfolio, increasing its regional impact, and developing its internal capabilities, in service of its mission: to provide an innovative and scholarly learning environment based on a commitment to responsible management practices and a global community mindset.

The Director of Operations (LIBS) plays a critical senior role in the work of the College. Reporting to the Pro-Vice Chancellor & Head of College, the post holder will be a member of the College Senior Leadership Team and the lynchpin for managing the effective delivery of all professional services to the College, including leading the College Professional Services team of around 50 staff.

JOB PURPOSE

The post holder will work as part of the College Leadership Team to identify new opportunities for the University and play a pivotal role in the growth and diversification of the College of Business, whilst maintaining clear and effective operational management. As part of this the post holder will be expected to take the lead in key strategic projects, including all professional service aspects of the College's drive to achieve AACSB accreditation in the next 3 years.

In conjunction with the Head of College, the post holder will take the lead in devising and delivering the College strategy, including the annual College Plan, and long term College Strategic Plan and KPIs; responsible for the planning activities and lead on planning and the monitoring of progress, including the achievement of KPIs and targets, and the Risk Register, and on identification and monitoring of corrective actions.

In addition, the post holder will provide operational management of the College, in particular: to lead and manage the professional services team; to lead liaison and coordination with central services to continuously improve administrative processes; to implement University policies and monitor compliance; to oversee College financial, resource, estate management and Health and Safety issues.

KEY RESPONSIBILITIES

Strategic Projects

To lead on major projects critical to the attainment of the College's financial targets, growth and strategic plans, taking responsibility for successful implementation, and accountable to the Head of College. Within the context of such projects, the post holder may need to:

- Prepare, validate and present business cases, including undertaking horizon-scanning activities, identifying sector trends, benchmarking against competitors, assessing risk;
- Lead (and if necessary, recruit) project teams to ensure that key milestones are achieved to deadline and within budget, delegating tasks as appropriate while taking responsibility for delivery;
- Work with internal and external stakeholders to ensure that cross college/university projects are delivered, including external project managers and organizations, and senior management within the University;
- Lead project groups including senior management members (both members of the College Leadership Team and equally senior representatives of Professional Services);
- Chair steering/client groups, report progress and make recommendations to resolve any issues to the PVC and/or College Leadership Team;
- Ensuring and determining compliance and governance standards on all strategic projects.

Operational Management

Provide leadership on all non-academic Operational issues, including:

- Provide leadership in setting policy and practice on operational aspects of the College business, leading the College contribution to (and compliance with) University-wide initiatives;
- Represent the College in negotiations and liaison over continuous process improvement, operational policies, and the implementation of change to support the business growth and diversification of the activity of the College;
- Be accountable / responsible for the compliance standards of the University and ensure that they are met within the College including (but not limited to) Health and Safety, Information, Financial Regulations, - and Safeguarding;
- Maintain and sponsor the risk register, and oversee the College approach to risk;

- Preventing unnecessary demands placed on Heads of Department and Directors by structuring College professional services to minimise recourse to Heads of Departments and Directors where practicable and appropriate;
- As a member of the College Leadership Team, support the development of College strategy by championing operational issues, identifying and implementing changes to support CLT policy decisions, holding CLT to account on the key portfolios: risk, health and safety, estates, marketing, finance;
- Ensuring exemplar customer service and student satisfaction throughout college activities within own areas of responsibility and taking responsibility for influencing the wider College and University in these areas.

Professional Services Leadership

To lead and manage the professional services in the College, ensuring that it meets its strategic and financial objectives, including in student recruitment, external income generation, student satisfaction, external reputation and research performance.

Devise the strategy for professional services, including staff structure, administrative functions, processes and staff development.

Be accountable to the PVC/Head of College for the delivery of effective professional services across the College. The areas of responsibility include: academic administration, finance, research support, administrative and commercial support to the Business Development unit, and marketing.

Ensure that effective professional services are delivered within the College, and that the structures and processes achieve cross-College efficiencies and a seamless College-level administrative service.

Acting as an inspirational leader to shape, articulate and implement effective team work and collaboration across the College of Business.

Establishing a high performance culture, including identifying and developing talent within the College of Business.

Ensuring the recruitment and retention of high quality professional staff.

Ensure all members of the College professional services team have challenging objectives and personal development plans in place.

Managing any underperformance issues.

Utilise resources effectively.

Professional Services Liaison and Networking

To liaise with and influence senior team members across the University (in particular Professional Service Managers and Directors) to ensure effective cross-University support for the development of the College.

To lead on establishing, maintaining and developing the College's relationship with Central Professional Services, including: Registry, Finance, Human Resources, Estates and Commercial Facilities, Marketing, The International Office, Enterprise@Lincoln, and other professional services, ensuring effective communication and co-operation.

To lead and oversee the development of collaborative projects and business process implementation initiatives, including continuous development initiatives.

To establish, review and maintain service level agreements, working practices and procedures.

To identify and address any operational issues in processes.

To contribute to University-wide strategic developments in Professional Services, including representing the College on appropriate committees and working groups.

To represent the College at a senior level externally where appropriate.

To liaise with external organisations to identify and share best practice.

To sponsor process and professional service developments within the College Leadership Team.

Annually review the effectiveness of service relationships and propose and implement consequent change processes, including leading on liaison over these.

Quality and Standards

In collaboration with the College Directors of Academic Development and Education, and the Head of International, to ensure that University Quality and Standards Policies and Procedures are enacted and followed, including ensuring that professional service support and systems are in place to properly develop, conduct, support review and maintain:

- Programme and module specification development;
- Programme validation events;
- Periodic programme reviews;
- Annual course monitoring;
- Quality audits.

Programme Administration Leadership

To lead and manage the academic support team to ensure that an excellent programme administration service is delivered, in accordance with university policies and procedures and sector best practice, including:

- Accurate programme and module registration records;
- Timetabling, assessment and examination arrangements;
- Collation of marks, servicing examination boards.

To be accountable for the proper delivery of the above.

College Governance

To lead and manage the academic support team to ensure that effective, efficient professional secretarial service is provided for all College and School committees and working groups, being responsible for ensuring that:

- Committee business plans are developed, documented and delivered;
- Agendas and associated papers are circulated in a timely manner;
- Meetings are conducted in an effective manner;
- Minutes are produced in a timely manner following university best practice.

Student Experience

To take the lead role in ensuring the best possible experience for all students in the College including:

- Working with the College Directors of Education and Academic Development, the Head of Student Support and Development, Programme Leaders, the Students' Union, Registry and others in maximising response rates to national and local student surveys;
- Identifying and delivering opportunities to improve the student experience and working with the PVC/Head of College and Director of Education to ensure that appropriate action is taken;
- Playing a lead role in the development and delivery of improvement action plans in relation to student-centered administrative processes;
- Responsible for generating activities to increase student recruitment, income generation and student satisfaction.

Student Administration

To manage the academic support team so that it works closely with Registry in the provision of an effective student administration service, including ensuring:

- Effective arrangements are in place for the induction of new students;
- Individual arrangements are in place for students with disabilities;
- Effective attendance monitoring and reporting procedures are in place;
- Prompt action is taken in the event that attendance monitoring or other information indicates potential student disengagement;
- Student non-arrivals, withdrawals, interruptions and programme changes are reported to Registry in a timely manner.

Marketing

To deliver the College's Marketing Strategy by:

- Taking responsibility for development, review and implementation of the College Marketing Strategy;
- Line Management of the College Marketing Team including the Marketing Manager, MIRO(s) and e-development team
- Liaison with and influence of the Director of Communications and Marketing to ensure that central and college policy and practice are effectively coordinated, and that college and central professional service staff and academic staff are working effectively together;
- Leading the marketing activity within the College Leadership Team, and coordinating the College response to institutional marketing campaigns

Financial Management and Business Planning

To be responsible for the management of the College finances, including;

- With the PVC/Head of College, and in liaison with planning, develop the College's medium term financial plan, undertake budget-setting negotiations and plan future expenditure;
- Manage the central College Operational budget, including planning, long term cash flow, and allocation of budget, and approval of expenditure and expenses;
- Work with the PVC/Head of College and senior academics in the development of business plans, proposals and reports;
- Ensuring the timely collation and provision of data in response to information requests from internal departments such as Registry, Planning, and HR;
- Working closely with Finance, analyse and monitor College income and expenditure against budget, and ensuring effective use of resources;
- Working with CLT, establish and monitor REC income and pipeline against the College Strategic Plan;
- Ensuring that university financial regulations are adhered to at all times
- Line Manage the College Finance team (finance officer, finance clerks)

Planning and Management Information

To play a pivotal role in the development of College plans and the provision of management information, including;

- Oversee the generation and use of Management Information, including analysing and presenting data to College Leadership Team, identifying trends and making recommendations for improvement ensuring that information required for TRAC and other costing purposes is collated in a timely fashion in accordance with university deadlines;
- Use Management Information to influence and make recommendations for the development of the College's strategic plans;
- Preparation of College monitoring reports to central Committees.

In addition to the above, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.

ADDITIONAL INFORMATION

Scope and dimensions of the role

The post requires the exercise of high degrees of professionalism, judgment, initiative and leadership, and the ability to command the confidence at all levels of academic and professional services staff.

Key working relationships/networks

Internal	External
<ul style="list-style-type: none"> • PVC/Director of LIBS • Heads of Departments and College Directors • Professional Service Directors including: Estates, Marketing, Planning, Registrar, HR, Finance, Research and Enterprise • College Accountant • Head of Admissions, Student Affairs, Security • Direct Reports including: Marketing Manager, Research Manager, School Managers, Finance Officers, Head of Student Support 	<ul style="list-style-type: none"> • Professional groups and bodies • External examiners • Academic Partners in the UK and overseas • Suppliers and contractors



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PERSON SPECIFICATION**

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Selection Criteria		Essential (E) or Desirable (D)	Where Evidenced Application (A) Interview (I) Presentation (P) References (R)
Qualifications:			
First degree or professional qualification of equivalent standing	E	A	
Membership of a relevant professional association	D	A	
Experience:			
Administration in HE	E	A/I	
Developing and applying HE policies	E	A/I	
Managing the conduct of board and committee business	E	A/I	
Financial management	E	A/I	
Skills and Knowledge:			
Excellent strategic and operational management skills	E	A/I	
Well developed planning and budgetary skills	E	A/I	
Excellent line-management skills	E	A/I	
Excellent skills of co-ordinating beyond line responsibilities	E	A/I	
Ability to solve problems and make decisions on own initiative	E	A/I	
Ability to assimilate and interpret complex issues	E	A/I	
Able to generate ideas and translate them into practical outcomes	E	A/I	
Ability to influence stakeholders at all levels	E	A/I	
Excellent record creation and management skills	E	A/I	
Knowledge of HE registry functions	D	A/I	
Knowledge of HE quality assurance requirements	D	A/I	
Knowledge of developing institutional and sectoral policy and practice	E	A/I	
Competencies and Personal Attributes:			
Commitment to attaining excellent professional standards in academic administration	E	A/I	
Ability to manage a diverse and demanding portfolio of activities	E	A/I	
Discretion	E	I	
Commitment to the values of service in public administration	E	I	
Commitment to professional courtesy towards all colleagues	E	I	



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Ability to command the confidence and respect of colleagues at all levels across the institution	E	I
Able to initiate, drive and gain acceptance for change	E	I
Demonstrates a highly collaborative style	E	I
Ability to thrive in a demanding and sometimes pressured role	E	I
A commitment to continuing professional development	E	I
Demonstrates a positive attitude	E	I
Business Requirements		
Willingness to travel, whether between campuses or elsewhere, on the University's business	D	I
Availability to work, as exigencies require, outside normal office hours	E	I

Essential Requirements are those, without which, a candidate would not be able to do the job. **Desirable Requirements** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

Author	CAM	HRBA	PC
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