

Job Description and Person Specification

Last updated: 27 February 2020

JOB DESCRIPTION

Post title:	Vice-President (Operations)		
School/Department:	Office of the President and Vice-Chancellor		
Faculty:	n/a		
Career Pathway:	Management, Specialist and Administrative (MSA)	Level:	7
Posts responsible to:	Vice-Chancellor		
Posts responsible for:	The Executive Directors of HR; Student Experience; Engagement & Advancement; Estates and Facilities; iSolutions and Transformation; and the Directors of Legal Services; Research and Innovation Services; Health Safety and Risk; and the General Counsel & University Secretary.		
Post base:	Office-based		

Job purpose
<p>Reporting to and accountable to the President and Vice-Chancellor, the Vice-President (Operations) (VP Ops) is responsible for the effective leadership, organisation, alignment and delivery of the core enabling services that underpin the realisation of the University's mission and strategic ambitions. The VP Ops will provide cross-University transformational leadership to ensure that Southampton is positioned distinctively as an innovative, entrepreneurial and international University.</p> <p>The VP Ops will:</p> <ul style="list-style-type: none"> Provide leadership and executive management to Professional Services at the University, working effectively as a key member of the University's senior leadership team. Contribute to the formulation of strategic and financial planning and the governance required to meet the University's objectives Ensure the efficient and effective management and delivery of the University's support services (excluding Finance) empowering, developing and supporting directors of service to maximise levels of engagement and performance Provide timely, high quality and relevant information against defined strategic priorities and valid projections that guide performance targets.

Key accountabilities/primary responsibilities	% Time
1. Work with the President and Vice-Chancellor and the senior leadership team to deliver the University's vision and academic mission through the achievement of strategic goals. Contribute to the effectiveness of the senior leadership team, acting as role model for the University's core values and principles.	20 %
2. Ensure the provision of a high quality, customer-focused and innovative support service that enables the academic mission and responds to changing demands and priorities.	20 %

Key accountabilities/primary responsibilities	% Time
3. Identify and prioritise resource allocation within and across the University through the annual business planning process, maximising the efficient use of resources and ensuring long term financial and environmental sustainability and efficiency.	10 %
4. Successfully evaluate, implement and review appropriate business plans and operating models.	10 %
5. Inculcate a high performance culture which is responsive to change, develops leadership, fosters engagement and attracts and retains high performing staff.	5 %
6. Ensure the University develops and successfully implements policies and procedures to satisfy legislation, statutory obligations and recognised codes of practice. Ensure the University is compliant with its Statutes, Ordinances and Regulations without undue bureaucracy. Protect the reputation of the University by embedding and monitoring risk management into decision making.	10 %
7. Act as Secretary to Council of the University ensuring that the University meets its statutory responsibilities, the principles of good governance are observed and the correct procedures for the conduct of business are followed.	5 %
8. Chair committees and groups as appropriate and deputise for the President and Vice-Chancellor as required.	5 %
9. Represent and promote the University externally, nationally and internationally, at a senior level with other academic institutions, public bodies and other organisations. Foster and promote the special character of Southampton as an innovative, entrepreneurial and international University, building on its reputation for dual excellence in multi-disciplinary research and high-quality education.	10 %
10. Any other duties as allocated by the line manager following consultation with the post holder.	5 %

Internal and external relationships
<p>Internal: President and Vice-Chancellor, Senior Vice-President, Vice-Presidents, Deans, Associate Deans, Heads of School, Executive Directors and Directors of Professional Services, Director and Associate Directors of Faculty Operations.</p> <p>External: Key stakeholders in external organisations, including Universities UK, the Universities and Colleges Employers' Association, Southampton University Students' Union, Southampton City Council, Hampshire County Council, students, parents and senior alumni.</p>

PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	<p>Successful record of leading complex multi-faceted operations and professional services in a large-scale, internationally-recognised and knowledge-led organisation or a major component of such an organisation.</p> <p>Ability to handle complexity, respond to uncertain circumstances and initiate and implement strategic change.</p> <p>Understanding of and/or empathy for higher education and its current and emerging global trends.</p> <p>Ability to apply strong commercial skills and financial acumen in a non-commercial environment.</p>		
Planning and organising	<p>Translates strategic vision into reality, designing frameworks to turn plans into actions.</p> <p>Defines goals and priorities, developing operation plans, delegating appropriately and holding people to account.</p> <p>Thinks and operates at a strategic level to maximise opportunities, articulating and pursuing a long-term vision whilst meeting daily demands.</p>		
Problem solving and initiative	<p>Thinks analytically and creatively to solve complex strategic and organisational problems.</p> <p>Identifies risks and options, developing strategies to manage and mitigate them.</p> <p>Analyses complex data/information easily to inform decisions and make judgements.</p> <p>Responds to change positively, demonstrating agility and flexibility, particularly when problem solving.</p>		
Management and teamwork	<p>Leads and develops diverse teams, empowering and supporting people, creating effective organisational structures and managing through influence as well as through executive authority.</p> <p>Establishes and sustains both a customer service and a high performance management culture.</p> <p>Actively encourages multi-disciplinary and cross-functional</p>		

	<p>working to achieve shared objectives.</p> <p>Inspires a culture that shares credit for success and failure, rewards initiative, encourages risk-taking and cultivates a climate of shared decision-making.</p> <p>Organisationally sensitive with a genuine interest in people at all levels.</p>		
Communicating and influencing	<p>Articulates ideas and messages with clarity and consistency in a variety of ways to diverse audiences.</p> <p>Builds strong relationships and support for initiatives, aligning activity and resources to deliver strategic objectives.</p> <p>Understand the need for clear communications of the role of support services, co-ordinated and led by the centre, to be delivered in a consistent way in a local context.</p>		
Other skills and behaviours	<p>Intellectual capacity, stamina and agility to deal with a broad span of duties, to gain the respect of a wide range of people and to balance internal and external demands.</p> <p>Personal presence and able to project and inspire confidence at all levels, fostering a community in which students, staff, alumni and partners feel motivated to participate.</p> <p>High level of emotional intelligence with excellent judgement and a developmental coaching style.</p> <p>Resilient, adaptable and clear minded, accepting of differing views whilst achieving results.</p> <p>Instinctive understanding of what constitutes excellence and what it takes to achieve and sustain it with a determination constantly to seek improvement.</p> <p>Alignment with the University's values of excellence, creativity, integrity and community.</p>		
Special requirements	<p>Able to attend national and international conferences as required.</p>		

JOB HAZARD ANALYSIS

Is this an office-based post?

<input checked="" type="checkbox"/> Yes	If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below.
<input type="checkbox"/> No	If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below. Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder.

- HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

ENVIRONMENTAL EXPOSURES	Occasionally (<30% of time)	Frequently (30-60% of time)	Constantly (> 60% of time)
Outside work			
Extremes of temperature (eg: fridge/ furnace)			
## Potential for exposure to body fluids			
## Noise (greater than 80 dba - 8 hrs twa)			
## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below:			
Frequent hand washing			
Ionising radiation			
EQUIPMENT/TOOLS/MACHINES USED			
## Food handling			
## Driving university vehicles(eg: car/van/LGV/PCV)			
## Use of latex gloves (prohibited unless specific clinical necessity)			
## Vibrating tools (eg: strimmers, hammer drill, lawnmowers)			
PHYSICAL ABILITIES			
Load manual handling			
Repetitive crouching/kneeling/stooping			
Repetitive pulling/pushing			
Repetitive lifting			
Standing for prolonged periods			
Repetitive climbing (ie: steps, stools, ladders, stairs)			
Fine motor grips (eg: pipetting)			
Gross motor grips			
Repetitive reaching below shoulder height			
Repetitive reaching at shoulder height			
Repetitive reaching above shoulder height			
PSYCHOSOCIAL ISSUES			
Face to face contact with public			
Lone working			
## Shift work/night work/on call duties			