

SHAPE OUR SUCCESS

JOIN OUR REMARKABLE COMMUNITY

FOREWORD

Thank you for your interest in the position of Associate Director of Faculty Operations at the University of Southampton. We are excited to be recruiting to two posts, one for the Faculty of Medicine and one for the Faculty of Arts and Humanities.

The Associate Director of Faculty Operations positions are important appointments for the University. The role sits at the critical interface between the academic community and professional services and provides the highest quality leadership and management to the local administration teams (Faculty Operating Service), overseeing the delivery of embedded professional services to the Faculty.

The Associate Director of Faculty Operations acts as a key strategic business partner working closely with the Dean of the Faculty, delivering strategic leadership and high-level operational support ensuring continued success of the University of Southampton's [Triple Helix Strategy](#). This role is the primary point of contact between University Professional Services and the Faculty, making an effective contribution to high level projects, providing insight and engagement to improve the physical estate infrastructure and both our student and staff experience.

As a member of the Faculty Board, you will lead on projects on behalf of the Dean and Senior Officers, ensuring compliance to and implementation of effective governance arrangements. You will lead an embedded local operations team (Faculty Operating Service) in your assigned Faculty, ensuring effective and sustainable use of resources as well as proactive and efficient support to the academic community that responds to changing demands and priorities. Working collaboratively with the wider Faculty Operating Service Directorate to develop a responsive and agile approach to supporting the academic community with a focus on harmonised processes whilst maintaining and understanding local needs.

Critically you will work as part of a team of five Associate Directors, line managed by the Director of Faculty Operations contributing to University level projects.

As an experienced leader of business operations and an excellent collaborator, able to work with internal and external stakeholders, you will have the ability to actively manage change in a diverse and complex environment. You will also have the opportunity to contribute to institutional improvement programmes and related sustainability initiatives. You will quickly build credibility within your assigned Faculty that enables you to advise senior staff and possess the ability to influence your stakeholders through your professional expertise and knowledge. With a commitment to equality and diversity and a passion for the personal and professional development of staff you will contribute to the delivery of the highest possible student and staff experience for our growing community.

The need for internationally excellent, research-intensive universities like Southampton to help tackle some of the world's biggest challenges has never been more important and urgent.

At the University of Southampton, our aim is to change the world for the better. Bringing together realms of research, creativity, and knowledge, we are focused on having a truly collaborative, immersive, and ground-breaking impact. We care about the challenges that humanity is facing and work to support others on both a local and global scale. Joining the University of Southampton means you will have the opportunity to bring your ideas to life and make a tangible difference to future generations.

We are a founding member of both the UK's prestigious Russell Group of leading research-intensive universities and the Worldwide Universities Network (WUN). With campus operations in Malaysia and China, as well as major partnerships across the world, we have a global outlook that attracts the most talented staff and students across the world.

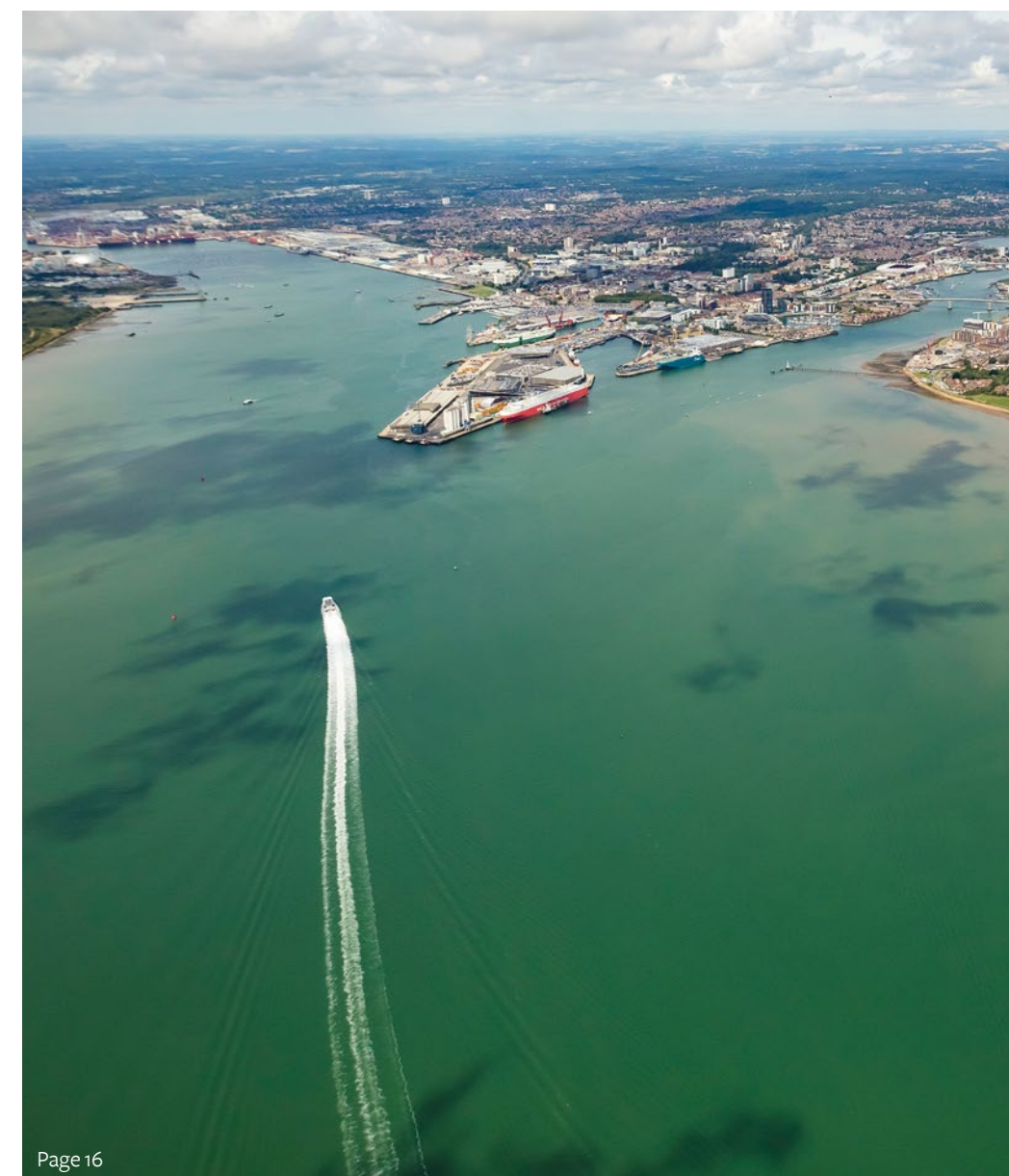
If you want to take your career to new heights and believe you have the skills, experience and drive to shape our future, then we look forward to receiving your application.



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Together we advance

Working collaboratively to make a real impact on society's biggest challenges.

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Our values

Activities underpinned by the values determined by our University community.

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Equality, diversity and inclusion

It matters to us in all that we do.

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Associate Director of Faculty Operations.

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The University and its region

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Sustainability and responsibility are at the heart of everything we do, and this, along with creativity, ambition and hard work, produces an astonishing variety and quality of work. It is my privilege to work with my students in the research-rich environment here at Winchester School of Art, as they make their way from academia into a global fashion industry.”

Delia Crowe
Programme Leader, MA Fashion Design

“

Our work has established that people who were small at birth and had poor growth in infancy have an increased risk of adult coronary heart disease and type 2 diabetes, particularly if this is followed by increased childhood weight gain.”

Professor Keith Godfrey
Associate Dean Enterprise

TOGETHER WE ADVANCE

Together we can make a real impact on the future.

Our University community is committed to the highest quality in everything we do. We have a global reputation for our passion and ability to work collaboratively in delivering world-class education, research and innovation that makes a real impact on society's biggest challenges.

To meet those challenges head-on, we must have a team that is reflective of society and our students. We strive for greater inclusivity in our community. Diversity is a strength and makes us more creative, accelerating our impact on society. We celebrate an equal and respectful environment in which people from all walks of life and backgrounds are welcome to join us.

Our people inspire and empower one another to share and apply their knowledge to transform lives. They are key to what we do, and who we are. Working collaboratively and fostering a culture of transformational leadership are two of our five core values. These values form part of our University Strategy and are there to help us achieve our overall purpose and vision: to inspire excellence, to achieve the remarkable, and build an inclusive world. Find out more about our values on page 6.

Our people are our University, which is why our Strategy and all of our activities focus on the communities that make up our institution. We are made up of brilliant minds, motivated leaders and passionate changemakers. By working collaboratively, we can achieve incredible things.

Our exceptional students share in the journeys of discovery and become confident thinkers who can realise their full potential. We attract high-quality students from over 130 countries, and educate students through University of Southampton Malaysia and collaborations with prestigious partners globally.

As our students become graduates of the University, they join our wider global community of over 265,000 alumni, with access to a network that can provide further opportunities across the world.

As a forward-thinking institution, we will strengthen our reputation, increasing our national and international rankings to secure a position in the top 10 in the UK and strengthen our position in the top 100 internationally.

Our strong research partnerships, public engagement and achievements in entrepreneurial activities have been recognised in our very strong all-round performance in the first and second Knowledge Exchange Framework (KEF) exercises.

Work with us: together we advance.

 **Find out more**
The University Strategy

OUR VALUES

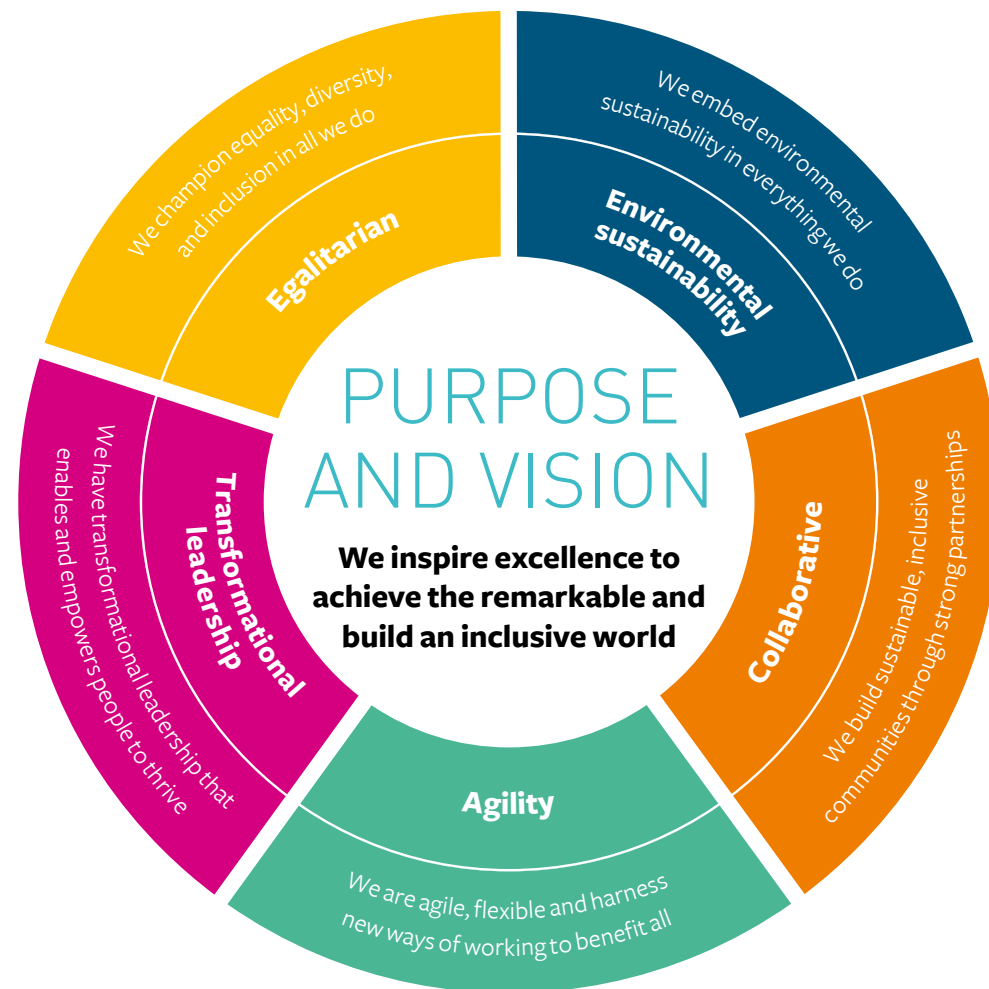
Our values provide the lens through which we make decisions, guiding our actions, collective behaviours and systems.

They are integral to our purpose of building an inclusive community that makes positive change.

We are ambitious, both personally and institutionally, which requires us to be collaborative and collegial.

As a community of talented individuals, our systems need to enable and empower us. Our community upholds academic freedom and develops through constructive, civil debate.

Ensuring different views are heard allows us to make the best decisions.



Our values in action



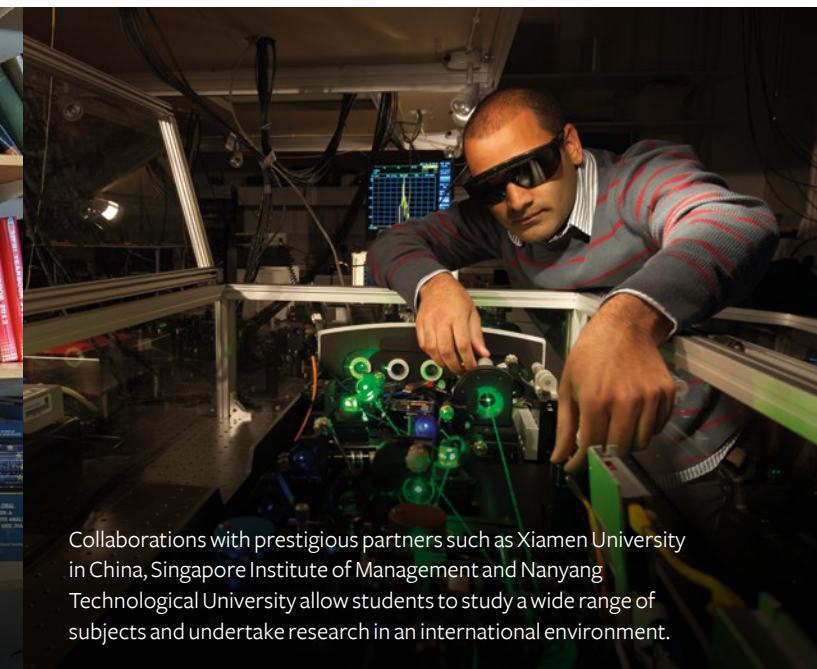
Our annual Vice-Chancellor's Awards recognise and celebrate the exceptional contributions made by our staff during the academic year.



Our staff and students at Winchester School of Art collaborated with fashion designer Liang Mingyu for her sustainability sculpture, 'Masai Mara', as part of their 'Itinerant Objects' programme for Tate Exchange.



Dr Kamil Zwolski, Associate Professor in International Politics, was awarded a prestigious National Teaching Fellowship in 2022 for his innovative approach to teaching.



Collaborations with prestigious partners such as Xiamen University in China, Singapore Institute of Management and Nanyang Technological University allow students to study a wide range of subjects and undertake research in an international environment.

People are at the core of our Triple Helix



Our highly-ranked **education, research and knowledge exchange and enterprise (KEE)** are already distinctively intertwined.

By strengthening and increasing these links, our Triple Helix approach will achieve greater impact and accelerate new ways to tackle the world's most complex problems.

This scaling up is a challenging goal we commit to achieve; its reach and ambition sets us apart.

EQUALITY, DIVERSITY AND INCLUSION

It matters to us in all that we do.

At the University of Southampton, we believe that we can only truly play our part in supporting society if we are reflective of society. We are therefore passionate about creating a working environment in which you are free to bring your whole self to work.

We are focused on creating supportive workplaces for all where discrimination has no place. The way in which you choose to live your life has no bearing on your ability to do your job. Likewise, age, gender, disability, sexual orientation, religion, social background, ethnicity or any other identifying factor will never be a consideration here. Instead, we are determined to always treat our staff equally, fairly and with respect.

We welcome people from all walks of life, and as such, we champion a uniquely diverse working environment in which every colleague is able to excel, regardless of their background or their life choices. Quite simply, we want to attract likeminded people to our team – people who care about the world, and who share our passion for creating an innovative and forward-thinking learning and research environment.

We are proud to support many staff networks, and we encourage these groups to get involved in helping us create a forward-thinking and desirable workplace. We are a Stonewall Diversity Champion and we are immensely proud to have been awarded an institutional Athena SWAN silver award, which underpins our pledge to improve equality for women. We are also delighted to have received the Race Equality Charter bronze award from Advance HE, which recognises that we have a solid foundation for eliminating racial inequalities and developing an inclusive culture that values all staff and students.

We also support flexible working and are proud of our open and supportive working environment; with options such as job shares available, we ensure opportunities are equal and focused on the needs of our colleagues. We know that change and improvement is a continual process, and our community is a big part of this, so we always want to hear from our staff about how we can create the best possible working experience.



“

As the new Associate Vice-President, ED&I and Social Justice, I believe this important role is a signal of our University's real commitment to become a more accountable and inclusive community, and to embrace a culture that reflects all students, staff and employees.”

Pascal Matthias

Senior Teaching Fellow in Fashion Marketing and Management;
Associate Vice-President, ED&I and Social Justice

“

Working at Southampton presents new and exciting opportunities. We're collaborating with industry on building some of the world's largest offshore infrastructure to meet growing green energy needs, using sedimentary records to discover how past climate change has radically altered the world and discovering some of the world's oldest and most intact shipwrecks.”

Dr Michael Grant
Senior Enterprise Fellow in Maritime Archaeology



Our students don't just work toward their degrees; they gain life experiences and skills that enable them to change the world for the better as graduates.

Dr Devon Lewis, a PhD researcher in Neuroscience at Southampton, has launched his own business, Inpulse, to give sports teams the ability to monitor muscle fatigue during training sessions so undertrained muscles can be improved and overtrained muscles can be flagged before they lead to injuries.

OVERVIEW OF THE ROLE & FACULTIES

The role of Associate Director of Faculty Operations will ensure the highest quality leadership and operations management is in place for the assigned Faculty. This role is the key business partner to the Dean, shaping and delivering refreshed strategies and operating plans, which align to the success of the University's Triple Helix Strategy. Leading an embedded local operations team (Faculty Operating Service) and ensuring the very best support for local infrastructure and the academic community, contributing to the delivery of the highest possible student and staff experience for our growing community, ensuring effective integration of resources and services.

Working within a close-knit team of five Associate Directors, each responsible for an individual Faculty, the roles available are within the Faculty of Medicine and the Faculty of Arts and Humanities.

The Faculty of Medicine is the second largest Faculty in the University of Southampton. The Faculty's research and education activities are based largely at the University Hospital Campus, about two miles from the main University Campus in Highfield. The juxtaposition within the largest teaching hospital in the south of England provides a unique and strong clinical academic partnership, sharing staff and facilities and giving ready access for patients to clinical trials. Managing third-party relationships is key to the success of this role within the Faculty.

Faculty of Medicine delivers high-quality education for undergraduate and postgraduate students. Working with colleagues across the University and in the local NHS we have strengthened our position as a renowned centre for translational research, leading innovative learning and discovery for better health across the life-course.

For more information on the Faculty view our webpages [Faculty of Medicine](#).

The Faculty of Arts and Humanities comprises two high-performing schools, Winchester School of Art and the School of Humanities, drawing together a wide range of disciplines across Highfield, Avenue and Winchester Campuses. This role will require travel between these three locations. It is an exciting time for the Faculty as the University is investing in the development of the arts and humanities, with

extensive building work anticipated to take place as one of the Faculty's strategic priorities.

The Faculty is recognised nationally and internationally for its sector-leading research, education, knowledge exchange and enterprise, which when combined, create a unique environment for the successful development of more than 2,500 undergraduates and a strong postgraduate community of over 2,000 students from an exceptionally diverse range of backgrounds.

For more information on the Faculty view our webpages [Faculty of Arts and Humanities](#).

How to apply

For a conversation in confidence or details of how to apply, please contact

Mark Holleran
southampton@talentedu.co.uk
020 3290 2907

The closing date for receipt of applications is midnight (GMT) on **Sunday 18 June 2023**.

Following long listing, successful candidates will be invited to attend an 'engagement day' with members of the University on **Tuesday 27 June 2023**.

Interviews are scheduled to take place in person on **Thursday 13 July 2023** and **Friday 14 July 2023**.

ROLE OF ASSOCIATE DIRECTOR OF FACULTY OPERATIONS

Job purpose

To provide strategic and high level operational support to the Dean to ensure the delivery of Faculty and University strategy and:

- Be a member of the Faculty Board.
- Lead the Faculty Operating Service (for assigned Faculty) ensuring effective and sustainable use of resources as well as proactive and efficient support to the academic community that responds to changing demands and priorities.
- Provide a critical link between University Professional Services and Faculty and contribute across the organisation to high level projects.
- Support and lead Faculty projects on behalf of the Dean/members of the Faculty Board.
- Management and the implementation and delivery of strategic and business planning processes, monitoring progress against targets.
- Ensure compliance to and implementation of effective governance requirements.
- Support the delivery of University wide working practices with a focus on maintaining standardised processes wherever possible.
- Provide support to the Director of Faculty Operations and/or Vice President Operations on the delivery of University level projects.

Key accountabilities/primary responsibilities

Strategy and planning

- Working with the Dean and Faculty Executive, lead the development and implementation of Faculty strategic and business plans that are innovative, viable and sustainable, informed by comprehensive management information and are fully aligned with the University's strategy, plans and priorities.
- Monitor progress against business planning and sustainability targets and provide regular reports to demonstrate delivery against implementation plan, key performance indicators (KPI's) and the strategic and operational objectives of the Faculty.
- Oversee the Faculty business continuity plan and risk register, develop and implement actions to manage risks where appropriate.
- Prepare high-level working papers, and provide professional managerial guidance, comprehensive information and analysis and interpretation of complex data to support Faculty Board decisions.
- Ensure effectiveness within the Faculty and the University by communicating and maintaining University policy, processes and support systems and resolving complex operational problems to ensure delivery of key strategic objectives.
- Maintain awareness of national and international issues, changes in the internal and external environments and developments impacting on Higher Education, the University and the Faculty, briefing the Dean and senior management team and formulating responses as appropriate.

Leadership and Management

- Lead and manage the Faculty Operating Service (for assigned Faculty) providing direction, support and coaching to ensure that staff have the appropriate level of responsibility, training, knowledge and resources and are developed and performing effectively and to their full potential, in accordance with the needs and budget of the Faculty and the University.
- Responsible for the delivery of the professional administration service to the Faculty's academic community that is consistent with the agreed organisation and standards of the Faculty Operating Service, whilst ensuring effective and efficient support and customer service to enable achievement of the Faculty's and University's strategic and operational goals. Continuously review and evaluate the effectiveness of administrative support with a focus on continuous innovation and improvement with University determined boundaries, developing and implementing agreed structural changes where necessary.
- Design, lead and implement organisational change management programs and support the Dean by undertaking the design, development and delivery of key strategic projects.
- Support the delivery of the University's health, safety and wellbeing strategy within the Faculty, supporting the Dean to promote a safe environment for staff, students and visitors.
- Embedding Collegiality: Enact the 'Southampton Behaviours' and work with colleagues to embed them as a way of working within the Faculty.

Relationship Management and Collaborative working

- Act as a critical link between Faculty and University central professional services to ensure effective integrated support service delivery to the Faculty based on University agreed systems and processes.
- Actively contribute to the effective operation of a matrix management structure for Professional services staff based within the Faculty, work collaboratively to develop strong, collegial and supportive relationships which contribute to the student experience and the achievement of University and Faculty goals.
- Represent the Faculty and work collaboratively with the Change Portfolio Office on high-level projects including those that interface with strategic/external partners.
- Build collaborative relationships across the University and represent the Faculty's interests on University and external committees, forums and working groups, contributing to and influencing the development of University policy and planning frameworks.
- Support the Director of Faculty Operations by developing and maintaining relationships with other Associate Directors of Faculty Operations and central professional service leads in the University to ensure a standardised and consistent level of service, and to promote communities of best practise across the organisation.
- Ensure regular, timely and effective communication and advice with key internal and external stakeholders to ensure that strategic imperatives are effectively communicated and consistently pursued, and aligned with operational activities.

Governance

- Ensure efficient and effective governance arrangements are in place, overseeing the proper application of University delegations within the Faculty and manage secretariat services to support the governance framework and Faculty Committees.
- Develop effective working practices to ensure the efficient management and accountability of functions and services across the Faculty and compliance with University policy.
- Responsible for ensuring that operations/ personnel are compliant with University policies locally. Advise the Dean/Faculty Executive on appropriate governance/ compliance arrangements when negotiating internal and external partnership agreements and liaise with relevant professional service departments to ensure full compliance, as appropriate.

Internal and external relationships

- Faculty and University senior management.
- Faculty Operating Services Staff and Faculty based and central Professional Services staff.
- Other members of the University staff.
- External stakeholders and strategic partners.
- Relevant suppliers and external contacts.

Special requirements of the role

Develop and maintain a culture that is supportive of diversity, equality and inclusion, ensuring the work environment is inclusive and supportive for all staff and engage in activities, projects, initiatives that promote and support equity.

CANDIDATE PROFILE

Qualifications, Knowledge and Experience

- Skill level equivalent to achievement of a professional qualification or postgraduate degree
- Proven experience of managing significant change in a fast moving and dynamic environment
- Successful record of managing projects to outcomes and deadlines
- Critical analytical skills in strategy development and comfortable with supporting technology
- Experience of being a member of executive management involved in strategic and operational delivery.
- Experience of health and safety, business continuity and risk management
- Adept with data, analytics and comfortable with supporting technology
- Evidence of developing and leading successful initiatives and teams to deliver sustained student/customer experience, and/or research productivity
- Evidence of active commitment to fostering equality, diversity and inclusion

Desirable

- Professional training in a relevant management discipline
- Experience of working in Higher Education in an operations or broader management role
- Experience of managing/overseeing large research grant portfolios
- Experience of leading and managing external accreditation programs and relationships with PSRBs
- Experience working with external entities (including where relevant NHS Trusts)
- Experience of working and operating within a matrix management structure

Planning and Organising

- Proven strategic management skills with the ability to organise, lead and manage major new projects or significant new activities, driving activity to completion while managing details and ensuring plans complement broader University strategy
- Experience of successfully re-shaping the direction of a specialist or professional area of activity

- Proven ability of organising major new initiatives successfully, with little or no precedent

Desirable

- Experience of space and resources management to effectively optimize usage

Problem Solving and Initiative

- Proven experience of developing significant new concepts and original ideas in response to significant issues of importance to the University
- Demonstrable experience of understanding and translating the political agenda in relation to HE
- Innovative and creative in finding solutions to operational issues

Management and Teamwork

- Evidence of proven experience in the development of team dynamics and performance ensuring quality standards are consistently achieved
- Proven ability to foster positive collaborative relationships both within and outside of own Faculty and with external stakeholders
- Proven ability to proactively work with senior managers across the University to achieve key deliverables
- Ability to inspire and engage staff in developing and delivering new approaches and ways of working
- Experience of nurturing a culture of diversity, equality and inclusion
- Experience of successfully leading teams through times of uncertainty and change
- Ability to manage team dynamics, ensuring any potential for conflict is managed effectively
- Experience of successfully managing and developing staff
- Ability to formulate development plans for own staff to meet current and future skill needs

Desirable

- Experience of managing professional service teams in Higher Education

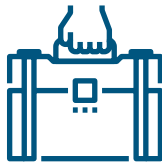
Communicating and Influencing

- Ability to persuade and influence in order to foster and maintain relationships
- Ability to resolve tensions and difficulties as they arise
- Excellent written, presentation and verbal skills, with ability to communicate at a variety of levels including senior managers
- Excellent inter-personal skills with a wide range of people of different backgrounds, from within and outside the University
- Track record of negotiating on complex issues and achieving desired outcome
- Experience of developing and leading key communications strategies

Other Skills and Behaviours

- Commitment to collegiately and the University of Southampton Behaviours in Embedding Collegiality - willing to inspire others to act in accordance with those behaviours and motivated to use those behaviours to drive performance and service development
- Flexibility to work unusual/non-office hours on occasion

Southampton is ranked
78th
in the world¹



Received
£114.7m
in research grant and contracts income in 2021/22²



92%
of our research has been classed as world leading or internationally excellent³



A founding member of the Russell Group of 24 major research-intensive universities in the UK



Engaged in research with over
700
overseas partners



We attract high-quality students from over 130 countries



Overall student satisfaction at Southampton is **significantly ahead of the sector** and is a strong performance against our competitor set, the Russell Group, and the sector⁴



Founding member of the Worldwide Universities Network

We have over
24,000
students, including more than
9,000
international students



£4.14bn
of economic impact across the UK in 2020/21⁷



Ranked 13th
in the UK⁵

Our 265,000 alumni community spans over

190
countries



We employ over 6,500 staff

Very strong
performance in the first KEF exercise⁶



Our income exceeded £673m in the 2021/22 financial year²



Over the next decade, we plan to invest over
£300m
in our infrastructure and facilities



At any one time we are working with over
1,000
external organisations around the globe

¹ QS World University Rankings, 2023

² University of Southampton Financial Report, 2021/22

³ Research Excellence Framework, 2021

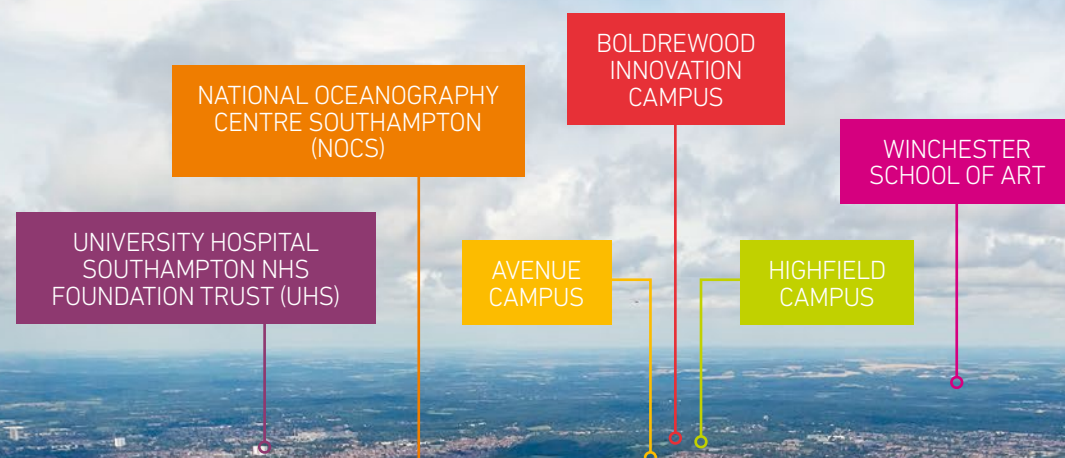
⁴ National Student Survey (NSS), 2022

⁵ The Complete University Guide, 2023

⁶ Performing at or above the cluster average across every perspective

⁷ The economic and social impact of the University of Southampton, London Economics, 2022

THE UNIVERSITY AND ITS REGIONS



3rd
best place
to live and work
in the UK*

*Good Growth for Cities Index, January 2021, DEMOS-PwC

Find a better quality of life.

Southampton

Southampton is a fantastic place in which to live, work and socialise. Regardless of what life stage you are at, you will find a dynamic and vibrant city that caters for all. With an enviable location on the coast, yet just over an hour from London, the region combines incredible natural beauty with a thriving social scene – making it a desirable place to live! As an ethnically rich city that is growing rapidly, Southampton is benefitting from considerable investments in the region.

The city centre is currently thriving thanks to over £600m of regeneration plans and projects, including the historic Bargate Quarter, with new hotels, homes and transport links. This is a city of growth and transformation, and it is an exciting time to be here.

There is something for everyone in Southampton and the surrounding areas. For outdoor enthusiasts, water sports, sailing and ocean racing are easily available, while the beautiful New Forest National Park is just 30 minutes away. With many excellent local schools and nurseries, families will find a fantastic quality of life, while there's a thriving LGBTQ+ social scene. Multiple faiths are celebrated in the city, and the rich cultural heritage of Winchester is just on our doorstep.

Winchester

On the edge of the South Downs National Park, England's ancient capital, Winchester, is steeped in history and is complemented by a lively atmosphere and a wide variety of pubs and restaurants, museums, theatres and galleries. With direct rail links to London, our Winchester School of Art campus is one of the UK's leading art and design institutions.

The University campuses

The University has five lively and diverse campuses in Southampton, one in Winchester and one in Malaysia.

Our main Highfield Campus is home to state-of-the-art teaching and research facilities, as well as one of the UK's leading music venues, Turner Sims. It also houses our sports complex, the Hartley Library, the Students' Union and Staff Social Centre.

Close to Highfield, Avenue Campus houses most of the humanities disciplines and the Centre for Language Study. It also has a purpose-built archaeology building with state-of-the-art facilities for teaching and research.

A few minutes' walk from Highfield is Boldrewood Innovation Campus. Our £170m campus is home to the Southampton Marine and Maritime Institute.

Three miles west of Highfield, University Hospital Southampton is the base for the University's Faculty of Medicine. The campus offers modern laboratories, computer suites, refurbished lecture theatres and a specialist Health Services library. It is also home to our purpose-built Centre for Cancer Immunology which opened in 2018 following a successful £25m fundraising campaign.

Situated on the city's waterfront, the National Oceanography Centre Southampton (NOCS) is one of the world's leading research centres for the study of ocean and Earth science.

Close to Winchester city centre, 12 miles north of Southampton, our internationally renowned Winchester School of Art provides studios and workshops, an extensive specialist library and a well-stocked art supplies shop. The Winchester Gallery is based on campus.

Set just outside Southampton, our Science Park is a hub of innovation, hosting a range of exceptional facilities including the Future Towns Innovation Hub and is home to science and technology businesses from start-ups to multinationals.

University of Southampton Malaysia is home to undergraduate engineering and business programmes in Malaysia. Our brand new campus, opened in 2021, is part of EcoBotanic City in Iskandar Puteri, Johor, offering state-of-the-art laboratories, learning and recreational spaces.

 [View our virtual tours](#)

 [Watch our video](#)

