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| Last updated: | January 2024 |

**JOB DESCRIPTION**

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| Post title: | **Operations Manager - Communications** | | |
| Standard Occupation Code: (UKVI SOC CODE) | TBC | | |
| School/Department: | Faculty Operating Service | | |
| Faculty: | Faculty of Social Sciences | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 4 |
| \*ERE category: | n/a | | |
| Posts responsible to: | Senior Operations Manager | | |
| Posts responsible for: | Potentially Level 3 and 2b Staff | | |
| Post base: | Office-based | | |

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| Job purpose |
| •Manage and implement the Faculty communications strategy, including the impact agenda and the communication of research and enterprise activities to promote the Faculty’s reputation internally and more widely  •Manage and author copy for a wide range of communication channels including SharePoint pages, websites and newsletters. Work in close collaboration with colleagues in Professional Services including Communications & Marketing and Global Recruitment and Admissions  •Lead on a number of Faculty based projects as required, working as an integral part of the Faculty Operations Team to support the Faculty Leadership Team and the Faculty Schools |

| Key accountabilities/primary responsibilities | | % Time |
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|  | **Internal Communications Strategy, Implementation and Operation**   * Establish strategies and manage operations of internal communications promoting staff engagement across the Faculty * Develop and implement a coordinated approach to communicating regularly with Faculty staff * Creating and delivering key time specific communications to support the Faculty objectives, including promotional material and articles (eg for SUSSED) * Management, maintenance and ongoing strategic development of the Faculty SharePoint pages including training staff as appropriate * Responsible for the production of regular Faculty Newsletters, Spotlight and Spotlight on Research | 35 % |
|  | **Research and Enterprise Promotion**   * Lead the planning and coordination for promotion of research and enterprise activities using specialist knowledge to assess, analyse and recommend appropriate solutions. * Define the deliverables, tasks, resource requirements and development of relevant communication plans in consultation with the appropriate colleagues and stakeholders * Create relevant content to externally promote research and enterprise activities * Work with the FSS Research and Enterprise community to establish and maintain social media accounts and identify media opportunities, provide content and ensure effective distribution * Monitor and report on progress to all stakeholders including any problems/solutions, implementing and managing changes to achieve marketing goals. * Support colleagues identifying exploitable knowledge to transfer technology to the commercial sector, achieving Pathways to Impact | 35 % |
|  | **Project Management**   * Contribute to projects or priorities to support Faculty or FOS planning activities using strong leadership, influencing and project management skills to manage relevant projects using specialist knowledge and robust analytical skills * Lead on strategic communications focused projects, including background analysis and research, assessment of issues and how they may be mitigated; testing out potential solutions; presenting findings and recommendations to facilitate informed decision-making * Develop project objectives and related timelines; appropriate resource requirements, detailed delivery plans and success factors, monitor progress, risks and, at project completion, provide a final assessment of the project | 15 % |
|  | **Additional Duties**   * Work collegially as part of the Faculty Team and wider FOS and contribute to the development of a customer-focused, professional team culture * Take an active part in Faculty/University Committees and working groups, as appropriate * Support the Faculty Health and Safety and Diversity agendas by promoting key messages and adherence to University / Faculty policy * Any other duties that fall within the scope of the job, as allocated by the line manager | 10 % |
|  | **People Management and workload planning**   * Manage staff effectively including establishing operational direction, expectations and goals in line with strategy, coordinating workload, communicating and implementing clear systems and processes and sharing best practice * Manage staff performance including setting objectives and targets, ensuring standards and quality of outputs, appraisals, mentoring and supporting professional development | 5 % |

| Internal and external relationships |
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| * Faculty Leadership Teams and Faculty Operating Board colleagues, in particular the ADoFO and Associate Deans. * Staff in the Faculty including the Faculty Web Manager, Faculty Research Managers and FOS colleagues more widely * Professional Services staff, including particular links with Communications & Marketing. * Staff across the Faculty including Operations Managers, Impact and REF Champions, Impact Managers within research projects, Faculty Business Development and Enterprise teams and Faculty Outreach / Public Engagement teams * Other stakeholders within the Faculty, wider University and external contacts |

| Special Requirements |
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| * Flexible hours of work may be required as well as core hours. * Excellent communication skills are essential. * Excellent attention to detail, interpersonal and relationship building skills. |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Relevant experience in similar work at a high level in a complex environment, particularly in project management.  Knowledge of HE structures, University processes and regulations. | First degree in a relevant discipline.  PRINCE2 qualification or equivalent relevant project management experience | Application/  Interview |
| Planning and organising | Experience of independently organising activities, planning work, setting objectives and implementing regular reviews to evaluate progress.  Experience in efficiently planning, supporting and executing projects in line with strategic and management plans  Able to efficiently and systematically organise and store office data and use management information and records appropriately  Ability to multi-task and prioritise a conflicting workload. |  | Application/  Interview |
| Problem solving and initiative | Ability to provide constructive advice, analyse and interpret complex and/or specialist issues and translate these into efficient management measures and actions with respect to the relevant tasks.  Ability to use own initiative and suggest innovative, practical and effective solutions, acting on behalf of the Dean and members of the Faculty Executive group. |  | Application/  Interview |
| Management and teamwork | Proven experience managing staff, objective setting, motivating staff and providing quality feedback, and developing teams to reach their potential  Able to proactively and collaboratively work with other individuals and teams, including external bodies and post holders to achieve outcomes.  Excellent time management, working with conflicting deadlines to manage priorities and workload across a team, ability to work independently on specialised projects.  Evidence of ability to supervise and oversee requests to ensure completion of deliverables in a timely way.. |  | Application/  Interview |
| Communicating and influencing | Ability to communicate effectively and appropriately at all times to influence successful delivery of planned objectives.  Able to clearly and effectively communicate requirements, processes, recommendations and findings verbally and in writing  Ability to show adequate preparation so that presentations are focussed, accurate and meet objectives  Evidence of ability to manage secretariat for senior/high level meetings |  |  |
| Other skills and behaviours | Ability to interface with relevant professional service departments in the University, colleagues within the Faculty, external stakeholders, customers and beneficiaries. An essential requirement will be the ability to develop good relationships and networking skills.  Evidence of excellent interpersonal skills.  Ability to track devolved work and maintain schedules, secure outcomes and manage events and meetings. |  |  |
| Special requirements | Able to work flexible hours as required by the work activities and timelines and as directed.  Expertise in relevant software systems, InDesign, PhotoShop, Adobe etc  Able to demonstrate excellent attention to detail, record keeping skills, interpersonal skills, anticipation and planning and customer service skills. |  |  |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| 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. |
| 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.

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| **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 |  |  |  |