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| Last updated: | 22 August 2023 |

**JOB DESCRIPTION**

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| Post title: | **Operations Manager** | | |
| Standard Occupation Code: (UKVI SOC CODE) | TBC | | |
| School/Department: | Faculty Operating Service (FOS) | | |
| 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: | Administration staff at level 3 and 2b | | |
| Post base: | Office-based | | |

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| Job purpose |
| Manage the delivery of business critical services, the local administrative function and the delivery of FOS Core Services and provide high level strategic support to senior managers in line with strategic objectives and priorities. |

| Key accountabilities/primary responsibilities | | % Time |
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|  | **Team Management and workload planning:**   * Manage the administration teams including establishing operational direction, expectations and goals in line with strategy, effectively coordinating the team’s workload, communicating and implementing clear systems and processes and sharing best practice across teams. * Manage staff performance including setting objectives and targets, ensuring standards and quality of outputs, carrying out team appraisals, mentoring and supporting professional development, individual and team development plans. * Working with the Associate Director of Faculty Operations, lead the continued development of a customer/student-focused, professional team culture working within the Faculty, in conjunction with the defined team purpose statement and identified strategic / operational priorities. * Develop, monitor, review and implement processes and procedures to ensure the provision of a high quality, flexible, on-time, on-budget service, maximising team efficiency and delivering innovative solutions where appropriate. | 30 % |
|  | **Senior Management High Level Support:**   * Act as a point of expertise on administrative and management processes, providing detailed specialised knowledge of the organisation, its aims and objectives, staffing responsibilities and operational structures * Provide advice and guidance to the local Management Team on issues of key strategic importance, using influencing and judgement skills when recommending appropriate courses of action and timelines. * Support the local governance processes, and develop timelines to ensure that external and internal reporting and compliance requirements are met effectively. * Provide strategic support for senior managers to achieve an effective and efficient service including design and implementation of innovative systems to increase effectiveness and financial efficiency. * Maintain coordination across the Faculty (Dean’s office, the Faculty Office and Administration teams in other Schools as relevant). | 20 % |
|  | **Project Management:**   * Hands-on management of the more complex medium and long-term administrative functions, including the implementation of change projects and the development of innovative, forward-looking processes that contribute to the continuous improvement agenda. * Lead on strategic administration focussed 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 plans and agreed budgets, detailed delivery plans and success factors, in consultation with project stakeholders and colleagues across the Faculty * Monitor project delivery and progress in line with agreed scope and plans and ensure that ongoing project actions and decisions are clearly recorded, communicated and completed, as appropriate. | 10 % |
|  | **Analysis and Reporting:**   * Apply robust analytical skills and knowledge of the University and wider sector’s structure and governance to carry out background research and complex analysis, producing reports, management information, recommendations, briefing papers, presentations and documentation to inform decision making by senior management. * Scope, develop and maintain a repository for key management data, leading on to the development of a comprehensive management information resource. * Oversee office service standards, including the safe custody and maintenance of all relevant electronic and paper datasets, files and records. * Apply and use the full range of existing University management information and administrative processes to provide specialist advice and guidance to senior management in line with the Faculty and University strategy. | 10 % |
|  | **Liaison and Communication:**   * Build and maintain effective internal and external relationships with key stakeholders, including senior management, Professional Services staff, Faculty staff and high profile external visitors, contacts and stakeholders to provide specialist knowledge, advice and customer-focused service as a key point of contact for the Departments. * Manage local internal communications and contribute to the Faculty Newsletter, Intranet, digital signage and information sharing events; identifying and implementing improvements and interventions to improve their quality and effectiveness. * Work actively with colleagues from other Professional Services to help deliver a cohesive, integrated and complementary support service, taking opportunities to improve communications, deliver joined-up solutions and influence strategic decision-making; * Establish, maintain and utilise network contacts across other Faculty and Professional Service teams to help share best practice and consistent ways of working wherever possible | 10 % |
|  | **Collegiality**   * Share and exchange key information and identify areas of best practice, leading the development of office administrative systems, working with colleagues across the Faculty. * Proactively review procedures and processes, ensuring they are fit for purpose and maximise efficiency, recommend improvements and implement agreed changes. * Work with colleagues / team members to support successful delivery of Faculty/School/Department objectives. * Take a leading role in the development and maintenance of a collaborative and inclusive team culture | 10 % |
|  | **Space & Facilities**   * Manage space planning and local infrastructure requirements, to ensure that all space requirements with the Schools are effectively met * Manage the planning and implementation for office relocations when required | 5 % |
|  | * Contribute to projects or priorities as agreed with the ADoFO, usually FOS or academic environment-centred, to support planning activities for the wider Faculty Operating Service. * Support the Faculty Health and Safety and Diversity agendas by promoting key messages and adherence to University / Faculty policy. * Support and promote the University’s ‘Southampton Behaviours’ and student experience initiatives work with colleagues to embed them as a way of working within the Faculty. * Any other duties as allocated by the line manager following consultation with the post holder | 5% |

| Internal and external relationships |
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| * Faculty Office and School administration staff * Heads of School, School Management Teams, Faculty Leadership and other senior staff * Others including Professional Service staff * Liaise with external authorities, stakeholders and others as required. |

| Special Requirements |
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| * Travel to other Faculty/University sites and flexible hours of work may be required for events, meetings etc. * Excellent communication skills are essential * The maintenance of confidentiality in information and data management is mandatory * The post will require the holder to possess excellent attention to detail and record keeping skills |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Skill level equivalent to achievement of HND, Degree, NVQ4 or basic professional qualification.  Substantial relevant experience in similar work at a high level in a complex environment, particularly in project management.  Line management experience including dealing with performance management issues  Excellent IT skills, including standard Microsoft Office packages and confidence working with new technologies | PRINCE2 qualification or equivalent relevant project management experience.  Knowledge of HE structures, University processes and regulations. | 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 |  | Application/ Interview |
| 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 and customer service skills.  Ability to track devolved work and maintain schedules, secure outcomes and manage events and meetings. |  | Application/ Interview |
| Special requirements | Able to work flexible hours as required by the work activities and timelines and as directed.  There may be a requirement to work out of hours on occasions  Able to demonstrate excellent attention to detail, record keeping skills, interpersonal skills, anticipation and planning and customer service skills. |  | Application/ Interview |

**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 |  |  |  |