

Job Description

Post title: **Head of Operations, RAI UK**

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| Standard Occupation Code: | Not applicable |
| School / Department: | Faculty Operating Service |
| Faculty / Directorate: | Faculty of Engineering and Physical Sciences |
| Job Family: | Management, Specialist and Administrative (MSA) |
| Grade: | Level 6 |
| ERE Pathway (if applicable): | Not applicable |
| Post reporting to: | Associate Director of Faculty Operations Chief Executive Officer (CEO), RAI UK |
| Post line report(s): | RAi UK Operations Team (based at Southampton, Nottingham and King's College London). Directly: Head of Ecosystem Engagement, Communications Manager, Information Systems Manager and Senior Administrator |
| Post base location: | Hybrid: Campus / Home |

Job purpose: RAI UK is a national £31M centre creating an ecosystem for responsible Ai research and innovation.

Responsible for the development and implementation of RAI UK operations working closely with the CEO and Leadership Team in alignment of RAI UK's Strategy and applicable Strategic Plans; including but not limited to research, policy (such as the UK Government's AI Strategy), and organisational excellence.

To act as RAI UK lead on operational matters providing expert yet pragmatic advice and guidance to senior management across RAI UK.

Provide core input to the development of RAI UK's Strategic Plan and related guidance to enable RAI UK to respond to changes in the UK's AI landscape. Support RAI UK's funding and participation in large complex, often innovative projects and partnerships, yet effectively manage the risks of doing so.

Lead, motivate, mentor and manage a team of highly skilled professionals, actively seeking to support career progression and attract new talent, to deliver RAI UK.

Key accountabilities and indicative time allocation:

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| 1. | 25% |
| <p>Responsibility for the effective operational support for all activities undertaken by RAI UK ensuring operational support is provided in a professional fashion. Development of a streamlined and pragmatic approach whilst protecting the interests of RAI UK. Apply extensive expertise and deep knowledge of the RAI research environment to propose creative solutions incorporating risk</p> | |

qualification and management strategies. Provide expertise and assistance to the RAI UK Delivery Team on a variety of RAI research related activities, ensuring that responsible research and innovation (RRI) and equality, diversity and inclusion (EDI) principles are embedded throughout.

2. 20%

Take responsibility for and actively participate in setting the strategy for the delivery of RAI UK activities, working with the CEO, as well as other members of the Leadership Team. Maintaining an expertise in key operational areas including finance, contract and risk management. Ensure operational policies and procedures in support of delivery are developed and communicated effectively to the RAI UK community.

3. 15%

Take a leading role in managing RAI UK's industry and research agreements, including those with learned societies such as the Alan Turing and Ada Lovelace Institutes, ensuring they are managed appropriately. Guide the Delivery Team to ensure the relationships meet the desired outcomes such as working towards a coherent national AI Strategy with the above learned societies. Identify, assess and manage any potential risks proposing the most pragmatic solution that will meet the needs of the researchers and organisations.

4. 15%

Lead the RAI UK operations team to ensure consistency of approach, adoption of appropriate processes and use of systems across all of the partner universities and proactively work to continually improve them. Develop a set of metrics against which the operations team can be measured. Monitor and report to the Leadership Team on the standards achieved.

5. 10%

Direct line management of University of Southampton based operations team members and indirect line management of operations team members based elsewhere. Maintain oversight of workloads, monitoring turnaround times and identifying, resolving or escalating issues, delays and any matters are dealt with as a result of staff changes and handovers. Provide mentoring, training, support, advice, and guidance as necessary and develop and maintain an operations manual (suite of standard templates, operating procedures and guidance) in support of their role.

6. 5%

Act as the RAI UK lead on national initiatives towards harmonisation, standardisation and streamlining of operations with senior colleagues across the organisation.

Ensure compliance with relevant organisational policies and procedures, and statutory requirements.

7. 5%

Keep abreast of the AI landscape, particularly in terms of regulatory and policy developments, to ensure up to date knowledge for the proper performance of the role.

8. 5%

Any other duties as allocated by the line manager following consultation with the post holder.

Internal and external relationships:

RAi UK Leadership Team

UKRI

Professional Services colleagues especially Finance and RIS both internal (Southampton) and at external organisations with whom RAI UK are collaborating or funding projects.

External stakeholders

Relevant suppliers and external contacts

Special requirements:

Travel to attend meetings (primarily UK, some overseas)

Willingness to work non-standard hours, as reasonably required, to fulfil the role (e.g. out of hours meetings offsite, conference calls with overseas partners).

Person Specification – Skills and Competencies

All essential and desirable criteria outlined in this Person Specification will be assessed through a combination of recruitment application and CV, and where applicable numerical or written assessment.

Knowledge, Experience and Qualifications

Essential

- Comprehensive theoretical knowledge and understanding of the artificial intelligence (AI) domain, accompanied by extensive and varied practical operational and/or managerial experience.
- The required level of knowledge and understanding will normally have been gained through some or all of the following:
 - Considerable work experience, ideally accredited through registration with a relevant professional body.
 - Vocational training
 - Formal qualification(s) equivalent to Level 7 or 8 of the [Regulated Qualifications Framework](#) e.g. master's degree, postgraduate certificate, diploma, doctorate or Level 7 or 8 award, certificate, diploma.
- Significant and recent experience of managing high value complex research projects.

Desirable

- Shows good knowledge of relevant regulatory frameworks such as data protection.
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Teamwork and Communication

Essential

- Proactively manages team dynamics, setting quality standards and creating an environment that engages and motivates others.
- Fosters and maintains working relationships within and beyond the RAi UK Operations Team.
- Proactively works with senior managers across the RAi UK community to achieve work outcomes.
- Negotiates effectively on behalf of RAi UK to achieve work outcomes.
- Uses persuasion and positively influences others to develop and agree long-term priorities and strategic plans.

Desirable

- Demonstrates experience of successfully managing and developing staff.
 - Leads on design and implementation of solutions that meet the needs of colleagues across multiple organisations.
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Planning, Organisation and Resource Management

Essential

- Manages and shapes the direction of RAi UK operations.
- Plans and manages major new projects or work activities, where precedent may not exist, ensuring plans complement wider strategic plans.

Desirable

- Project management skills to manage and coordinate simultaneous projects in sometimes complex relationships to multiple deadlines – involving negotiations in an international context.
 - Takes a strategic view in a fast-moving and dynamic environment.
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Problem Solving and Initiative

Essential

- Demonstrates authoritative awareness of operational theories and practices, and an ability to apply this to achieve work outcomes and resolve deep-rooted or highly complex problems.
- Develops significant new concepts and original ideas to address issues of strategic importance.

Desirable

- Self-sufficient, capable of setting own work strategies and of working with minimal guidance, actively seeking information from internal or external sources as required.
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Job Hazard Assessment

A full health clearance is required for this role where any hazards marked “^”, using the agreed Occupational Health referral template [available from here](#). Where a full health clearance is required, this will apply to all role holders, including existing members of staff.

Physical Environment

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| Working outside ^ | Not applicable |
| Exposure to noise levels >80dbA ^ | Not applicable |
| Working with dust or fumes ^ | Not applicable |
| Working with skin irritants ^ | Not applicable |
| Working with chemicals (industrial or cleaning) ^ | Not applicable |
| Working in a confined space ^ | Not applicable |
| Working at height ^ | Not applicable |
| Working with sewage ^ | Not applicable |
| Contact with cytotoxins ^ | Not applicable |
| Exposure Prone Procedure (EPP) work ^ | Not applicable |
| Contact with clinical specimens or pathology work ^ | Not applicable |
| Direct patient care or patient contact | Not applicable |
| Exposure to temperature extremes | Not applicable |
| Frequent hand washing | Not applicable |
| Ionising radiation | Not applicable |

Psychological and Social Environment

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| Working shifts ^ | Not applicable |
| Working nights ^ | Not applicable |
| Lone working | Occasionally <30% Time |
| Working with children | Not applicable |
| Exposure to persons with challenging behaviour | Not applicable |
| Working with larger groups | Not applicable |

Equipment, Tools and Machines

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| Working with vibrating machinery or tools ^ | Not applicable |
| Driving duties e.g. LGV, PCVs, forklift trucks ^ | Not applicable |
| Food handling | Not applicable |
| Contact with latex | Not applicable |

Physical Abilities

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| Prolonged physical movements or actions e.g. walking ^ | Occasionally <30% Time |
| Prolonged Standing or Sitting ^ | Occasionally <30% Time |
| Moving or handling heavy loads ^ | Occasionally <30% Time |
| Repetitive pulling or pushing ^ | Not applicable |

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| Repetitive climbing (steps, stools, ladders, stairs) ^ | Not applicable |
| Repetitive crouching, kneeling or stooping | Not applicable |
| Repetitive lifting | Not applicable |
| Fine motor grips (e.g. pipetting) | Not applicable |
| Repetitive reaching below shoulder height | Not applicable |
| Repetitive reaching at shoulder height | Not applicable |
| Repetitive reaching above shoulder height | Not applicable |

Behaviours

Our [Inclusion and Respectful Behaviour Policy](#) describes the expectations of everyone who is a part of our community.

Our **Southampton Behaviours** (below) outline the responsibilities we each have in working collaboratively to achieve our University strategy.

Personal Leadership

- I take personal responsibility for my own actions and an active approach towards my development.
- I reflect on my own behaviour, actively seek feedback and adapt my behaviour accordingly.
- I demonstrate pride, passion and enthusiasm for our University community.
- I demonstrate respect and build trust with an open and honest approach.

Working Together

- I work collaboratively and build productive relationships across our University and beyond.
- I actively listen to others and communicate clearly and appropriately with everyone.
- I take an inclusive approach, value the differences that people bring and encourage others to contribute and flourish.
- I proactively work through challenge and conflict, considering others' views to achieve positive and productive outcomes.

Developing Others

- I help to create an environment that engages and motivates others.
- I take time to support and enable people to be the best they can be.
- I recognise and value others' achievements, give praise and celebrate their success.
- I deliver balanced feedback to enable others to improve their contribution.

Delivering Quality

- I identify opportunities and take action to make improvements.
- I plan and prioritise efficiently and effectively, taking account of people, processes and resources.
- I am accountable for tackling issues, making difficult decisions and seeing them through to their conclusion.
- I encourage creativity and innovation in others, to deliver workable solutions.

Driving Sustainability

- I consider the impact on people before taking decisions or actions that may affect them.
- I embrace, enable and embed change effectively.
- I regularly take account of external and internal factors, assessing the need for change, and gaining support to move forward.
- I take time to understand our University strategy and communicate this to others.