

DRAFT JOB DESCRIPTION: Director of Faculty Operations

Date: 7 October 2021

Main purpose of job	<p>The Director of Faculty Operations provides strategic leadership for Professional Services within the Faculty. They lead a diverse team which provides services and support to staff and students within the faculty, bringing the component aspects of Professional Services together as 'One PS' to support interdisciplinary research and education outcomes, and thereby facilitate the achievement of the objectives of the Faculty and the University.</p> <p>The Director of Faculty Operations (DFO) will ensure their assigned Faculty (or the entirety of our Cornwall operations) makes a full contribution towards our overarching strategic objectives. In addition, the DFO will have a key role in the ongoing development of Faculty (or Cornwall) strategy for which a highly-informed regional, national and global outlook will be essential</p>
Reporting to	<p>Jointly reporting to:</p> <ul style="list-style-type: none"> <li>• PVC/Executive Dean of the Faculty</li> <li>• Deputy Registrar &amp; Executive Divisional Director of EAS</li> </ul>
Responsible for (people)	<p>Deputy Director of Faculty Operations; Faculty Executive Officer</p> <p>Jointly with the relevant Executive/Divisional Director or their nominee, the Faculty Business Partners for Education, Finance, Ops/Facilities, IT, Planning &amp; Governance, Research, Technical Services, Business &amp; Regional Engagement, HR, External Engagement, Philanthropy</p>
Ways of working	<p>The Director of Faculty Operations will promote ways of working within the faculty's Professional Services that embody these characteristics:</p> <ul style="list-style-type: none"> <li>• Agility and flexibility: to respond effectively to rapidly changing demands and to be innovative and maximise opportunities</li> <li>• Fluidity: in terms of reporting relationships and sense of "belonging", so that colleagues feel empowered to work collaboratively and inclusively towards agreed objectives and without silos.</li> <li>• Connectedness: promote connections between the component parts of PS at every level to inhibit development of silos, and with the academic and student community to enable greater alignment with the University's core objectives</li> <li>• Efficiency: to eliminate unnecessary duplication of effort, streamline decision-making, release more time for activity that adds value and which considers our commitment to sustainability</li> <li>• Inclusivity: To value the contribution that all bring and to promote an approach that allows our staff and students to contribute fully and effectively</li> </ul>
Main duties and accountabilities	
1	Share collective responsibility with the wider Faculty Executive team for providing clear and effective leadership to the

	Faculty, promoting a sense of collegiality, inclusion, sustainability and ambition, encouraging productivity and ensuring the Faculty delivers its agreed business plan in line with agreed financial targets and KPIs
2	As a senior member of the Education and Academic Services Division; to support the Deputy Registrar & Executive Divisional Director in the achievement of the Division's objectives and the deployment of its budgets and other resources
3	To provide an outward looking and global perspective, gathering timely, strategic analysis of national and international developments in the Higher Education Sector, and the external political and economic environment. To provide insightful analysis identifying the implications of these for the Faculty plans
4	Support the PVC/Executive Dean by working collaboratively with the relevant Faculty BPs, to ensure effective strategic and operational direction, coordination and mobilisation across all aspects of Faculty Professional Services in order deliver agreed University and Faculty goals. To promote excellence and foster an enabling environment for PS staff engaged in supporting key activities including: <ul style="list-style-type: none"> <li>a) Research and innovation excellence</li> <li>b) Education excellence</li> <li>c) Student Experience</li> <li>d) Enterprise and partnership</li> <li>e) Entrepreneurial initiatives and income generation</li> <li>f) Regional reputation and engagement</li> <li>g) National and global reputation and engagement</li> <li>h) Excellent budget and financial planning</li> <li>i) Strategic planning</li> <li>j) Human Resource Management and Workforce planning</li> </ul>
5	Responsible for the effective line management of the Deputy Director (and Assistant Directors of Faculty Operations) and Faculty Business Partners (Joint line management with functional leads) to ensure that the priorities set out for the Faculty are implemented effectively
6	Develop excellent relationships with University Professional Services Leadership Team colleagues, actively contributing to the shaping and development the overall Professional Services Strategy and operating model, identifying new ways of delivering support for key processes and maximising potential synergies. Representing key stakeholders to ensure that their needs are met. This will include representing the Faculty's interests on a range of University committees, steering groups and Boards
7	Embrace opportunities to effect positive change as a result of hybrid ways of working, hybrid pedagogy, blended delivery etc. In conjunction with outputs and strategic direction from the Digital Strategy, work collaboratively with PVC and Academic leadership team to shape new approaches and continuous improvement in this respect
8	Establish excellent relationships with Student Leaders including Sabbatical Officers, Faculty and Course representatives in order to understand the student perspective and to inform operational and strategic objectives

9	Act as a key point of contact and expertise for the Faculty's range of business operations and activities for internal and external partners and services. Actively inform, influence and improve services and ensure that they are relevant for the Faculty's needs. To respond appropriately where subject or regulatory requirements demand a more personalised approach.
10	Working with the senior PS team, support the PVC/Executive Dean to ensure that (i) communication within the Faculty is managed well, that it is inclusive, honest, genuine, accurate and informative, (ii) staff in the Faculty are managed effectively, (iii) supportive and responsive probation arrangements are in place for new staff, (iv) Appraisal and promotion procedures for current staff are proactively managed, and, (v) that change within the Faculty is anticipated, initiated and managed with clarity, vision and a commitment to staff wellbeing
11	Support the PVC/Executive Dean to create an environment for Faculty staff where they feel empowered and able to thrive, where inclusion and diversity underpins all activity and where there are effective systems, processes and procedures in place to support and manage
12	Support the PVC/Executive Dean by having oversight of health and safety and compliance issues including assurances around the management of regulatory requirements of specific and complex areas of activity, including technical facilities, export controls and legal requirements relating to the storage and use of restricted goods
13	Actively progress and drive the Faculty's ambition in respect of our Sustainability agenda in conjunction with PVC/Executive Dean and academic leadership team: Ensure that this becomes embedded within operations and ways of working and that this is fully considered at all stages of planning and strategic processes.
14	Champion the University's values of discovery, respect, excellence, inclusion and community, ensuring they are visibly progressed and embedded in the Faculty, whilst promoting a sense of collegiality, ambition and drive, encouraging a responsive and client-centred ethos
15	Actively role model the University's expected leadership values and behaviours, represent the University (regionally, nationally and globally) as appropriate to enhance our external profile and generate benefits for the University as a whole
Key liaisons	Faculty Executive Leadership Team EAS Divisional Leadership Team Departmental teams including those responsible for departmental Education, Research, Global, regional agendas etc Professional Services Leadership Team Student Leaders EAS teams based in faculties
Person specification (essential and desirable)	<ul style="list-style-type: none"> <li>Significant senior leadership and management experience within a large, complex organisation, with a demonstrable record of results.</li> </ul>

- Experience of leading people through change and of developing an agile, fluid, resilient and inclusive culture based on partnership and collaboration.
- An authentic and inclusive leadership style with the ability to lead by example, set direction and motivate staff, negotiate and influence laterally and upwardly.
- Experience of leading and managing a multi-disciplinary team in providing a wide range of services.
- Able to work expertly with academic leadership teams and student leaders
- Forges excellent partnerships and demonstrable evidence of working collaboratively and as part of excellent networks
- Committed to developing high performing teams with the
- ability to influence and implement policy and procedure effectively and efficiently at all levels.
- Experience of managing complex HR issues where a flexible and sensitive approach may be required.
- Adept at dealing with ambiguity, having an innovative approach to operational management and the ability to make decisions with little precedent.
- Able to channel innovation and creativity of approach, seizing opportunities and progressing ideas that contribute and add value.
- The ability to communicate and engage effectively and inclusively at all levels and with a wide variety of people, and a strong commitment to open communication, flexibility and engagement.
- Possess the strategic insight to be able to lead, develop and deliver complex strategies and plans, in a sustainable way – both financially and in line with wider sustainability objectives
- Decisive decision maker with the ability implement solutions and seek / analyse information on cause and effect
- Able to prioritise and communicate key objectives to achieve organisational goals and objectives
- Excellent project management experience and ability to deliver efficiently and in a timely manner across a diverse collaborative team.
- Able to act as a team member at all levels of the University, building key relationships with people to drive achievement and successful outcomes.
- Demonstrable commitment to personal and professional development.
- A knowledge and understanding of the local, regional and global environment in which the University and Faculty operate and the statutory requirements associated with the core Faculty activities.