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| Last updated: | March 2023 |

**JOB DESCRIPTION**

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| Post title: | Associate Director of Faculty Operations | | |
| Academic Unit/Service: | Faculty Operating Service | | |
| Faculty/PS Directorate: | Faculty Operations | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 6 |
| Posts responsible to: | Director of Faculty Operations,dotted line to Dean of an assigned faculty | | |
| Posts responsible for: | The Faculty Operating Service team supporting the assigned faculty | | |
| Post base: | Office-based/ Hybrid | | |
| SOC Code: | 2317: SENIOR PROFESSIONALS OF EDUCATIONAL ESTABLISHMENTS | | |

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| 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, monitor 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/orVice President Operations on the delivery of University level projects | | |
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| Key accountabilities/primary responsibilities | | % Time |
|  | **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. | 30 % |
|  | * 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 reposes 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. | 30 % |
|  | **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. | 28 % |
|  | **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. | 7 % |
|  | 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 and University senior management  Faculty Operating Services Staff and Faculty based and central PS staff  Other members of the University staff  External stakeholders and strategic partners  Relevant suppliers and external contacts |

| Special Requirements |
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| 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. |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| 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 | 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 in operating within a matrix management structure | Application/CV |
| 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 | Experience of space and resources management to effectively optimize usage | Application/CV/  Interview |
| 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 |  | Application/CV/  Interview |
| 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  Experience of working effectively with disparate teams (often outside of direct line management) to deliver successful outcomes | Experience of managing professional service teams in Higher Education | Application/CV/  Interview |
| 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 |  | Application/CV/  Interview |
| 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. |  | Application/CV/  Interview |
| Special requirements | Flexibility to work unusual/non-office hours on occasion |  | Application/CV/  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 |  |  |  |

Embedding Collegiality

Collegiality represents one of the four core principles of the University; Collegiality, Quality, Internationalisation and Sustainability and is at the heart of everything we do. Our Southampton Behaviours set out our expectations of all staff across the University to support the achievement of our strategy.

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| **All staff** | **Behaviour** |
| **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 show pride, passion and enthusiasm for our University community |
| I demonstrate respect and build trust with an open and honest approach |
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| **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 |
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| **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 |
| I recognise and value others’ achievements, give praise and celebrate their success |
| I deliver balanced feedback to enable others to improve their contribution |
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| **Delivering Quality** | I identify opportunities and take action to be simply better |
| 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 conclusion |
| I encourage creativity and innovation to deliver workable solutions |
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| **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 to change and gaining support to move forward |
| I take time to understand our University vision and direction and communicate this to others |

Line Manager Expectations

The statements below provide additional clarity on what is expected of our line managers and supervisors.

**Managing People:** Manage and support your peoples work productivity, performance, wellbeing and development to maximise their contribution and enable personal growth.

**Managing the Student and Customer Experience:** Ensuring our students and the customer are at the centre of everything we do, always considering their needs before acting, to ensure we deliver a high quality experience every time.

**Managing Financial Decisions:** Make well informed and timely financial decisions with an understanding of the consequences and impact on the financial sustainability of the University.

**Managing Compliance:** Understand and apply the University regulations, policies, guidelines, and legal requirements to ensure continued operational compliance.

**Managing Risk:** Identify potential risks, assess probability and impact and take appropriate steps to mitigate the risk or maximise potential benefits.