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| Last updated: | May 2024 |

**JOB DESCRIPTION**

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| Post title: | **Associate Director of Faculty Operations** | | |
| Standard Occupation Code: (UKVI SOC CODE) | Please see [Occupation Codes (SharePoint.com)](https://sotonac.sharepoint.com/teams/UniversityofSouthampton-VisasandImmigration/SitePages/Occupation-Codes.aspx) to help identify a SOC code. | | |
| School/Department: | Faculty Operating Service | | |
| Faculty: | 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 (see job hazard analysis) | | |

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| Job purpose |
| The Associate Director of Faculty Operations (ADOFO) will provide strategic and high-level operational oversight in the Faculty as the key business partner to the Dean, ensuring the delivery of Faculty and University strategy.  As a member of the Faculty Board, this role is responsible for contributing to the development of Faculty strategy, as well as the management, implementation and delivery of the business planning processes, and monitoring progress against targets. Ensuring compliance to, and implementation of effective governance requirements is also a key component of the role. The ADOFO will also lead the Faculty Operating Service and ensure effective and sustainable use of resources by providing proactive and efficient support to the academic community.  This role provides a critical link between University Professional Services and the Faculty, contributing across the organisation to University level projects (in collaboration with the DOFO, VPOps), as well as supporting and leading faculty projects on behalf of the Dean/members of the Faculty Board. |

| Key accountabilities/primary responsibilities | | % Time |
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|  | **Strategy and planning**   * Working in collaboration 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. * 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. | 30% |
|  | **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. | 25% |
|  | **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 Strategy 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. | 25 % |
|  | **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. | 15% |
|  | 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 Professional Services staff  Other members of the University staff  External stakeholders and strategic partners  Relevant suppliers and external contacts |

| Special Requirements |
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**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 including long-term strategic development across a large professional area, in alignment with University strategic activity.  Successful record of managing a number of projects concurrently, ensuring each is managed and delivered to time and budget  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 | Professional training or qualification in a relevant 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 |  |
| Planning and organising | Able to plan and shape the direction of specialist or professional area of activity.  Able to organise major new initiatives, with little or no precedent.  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 space and resources management to effectively optimize usage |  |
| Problem solving and initiative | Able to develop significant new concepts and original ideas within one’s field in response to intractable 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 |  |  |
| Management and teamwork | Able to proactively develop 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  Able to proactively work with senior managers across the University to achieve key deliverables.  Experience of delivering all areas of staff management including professional development, performance management and change management  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, ensuring the work environment is inclusive for all staff and engage in activities, projects, initiatives that promote and support equity.  Ability to manage team dynamics, ensuring any potential for conflict is managed effectively  Experience of working effectively with disparate teams (often outside of direct line management) to deliver successful outcomes |  |  |
| Communicating and influencing | Able to negotiate effectively on complex issues on behalf of the department or University on key issues.  Able to develop and lead key communications strategies.  Ability to persuade and influence in order to foster and maintain relationships, resolving 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  Experience of developing and leading key communications strategies |  |  |
| Other skills and behaviours |  |  |  |
| Special requirements | **Embedding Collegiality\*** (see below) 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.  Flexibility to occasionally work outside of usual office hours, for example, attending conferences or events. |  |  |

**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 |  |  |  |

Appendix 1. Embedding Collegiality

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

