

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: College Head of Operations

Accountable to: Director of College Administration

Contract Length: Permanent

Hours per week/FTE: 1.0

Weeks per year: All

Salary: £52,073 - 62,900 pa

Grade: 7

College/Service: London College of Fashion (LCF)

Location: 20 John Princes Street, London, W1G 0BJ and Stratford from 2022

Purpose of Role:

Reporting to the Director of College Administration, the College Head of Operations will oversee and develop the operational processes within the College. The role will lead the Finance, Timetabling, Site Administration and Staffing Teams in the College, ensuring the most effective and efficient use of resources is in place and that all teams are operating at a professional and proficient level.

The post holder will be expected to develop, liaise and foster extensive and close working relationships with both College and University senior management and professional teams, working collaboratively to develop and implement service expectations and effective operational models across the College and within the University.

The post holder will be a key contributor to the Stratford Programme, supporting LCF move from six sites to one in the East Bank development in Stratford in 2022. This role will take a lead on developing and implementing plans to support the smooth transition of the College Operations to our new site.

A key aspect of this role will be to contribute to the long term strategic financial planning for the College, including strategic and operational input into the preparation of forecasting, budgets and management information.

The post holder will also take a significant role in the management of site issues, overseeing local operational functions and the logistical issues surrounding the movement of resources.

In the Stratford move programme, the post holder will take a significant role in supporting the planning of the logistical move of people and resources to the new site, whilst maintaining an effective business as usual operation.

The post holder will also undertake a deputising role in the absence of the Director of College Administration and take on the responsibility of Local Information Manager.

Duties and Responsibilities:

- To work alongside the Director of College Administration as a member of the College Senior Management Team to take collective responsibility for the administration and resource management matters of the College, contributing to the development, monitoring and implementation of College budgets, forecast modelling, management information and the delivery of agreed key priorities. This will also include supporting the planning process on a long term, strategic basis that will have impact on the longer term College plans.
- To work with the Director of College Administration to plan, monitor and control the College's resources and provide advice on matters relating to resource issues and related policies and procedures.
- To lead the development and successful implementation of a transition plan for College Operations as part of the Stratford Programme. To be an active contributor to the Stratford Project work streams, particularly related to FF&E and the move.
- To manage the inter-relationship between the different teams (Finance, Timetabling, Site Administration and Staffing), continually reviewing practice in order to meet the College/University aims and objectives, and to build effective working relationships across the teams.

- To manage the various teams, including induction, probation, appraisal and one to one meetings, motivating and leading the teams to achieve and deliver planned outcomes.
- To develop strong working relationships with the College's Senior Management team and other senior managers across the University, as appropriate.
- To lead and oversee the development and implementation of an effective management information service for the College in order to support the College's strategic objectives.
- To take on the responsibility of College Local Information manager.
- To prepare management information to support the College's financial planning, academic development and student recruitment strategies.
- To monitor and advise senior managers on the implementation of their individual operating plans, including financial, staffing and timetabling related issues through the provision of financial projections and modelling scenarios to inform the decision making process.
- To support and provide key input to College projects, providing relevant and key background information, mapping and projecting as appropriate, including recommendations on procedural practice and providing expert knowledge to inform decision making and successful outcomes.
- To lead, develop, implement and evaluate the effectiveness of College financial reporting tools and processes, working to achieve an enhanced information service for senior managers, and ensuring that budgetary related projections are delivered and met within allocated budgets.
- To participate in networks across the University, establishing collaborative working relationships in order to develop, enhance and revise procedural policy and practice.
- To ensure team members and senior managers have the necessary information and services they may need in order to achieve quality outputs that positively meet the demands of their role.
- To demonstrate a commitment to make use of all information and communications to meet the requirements of the role and promote organisational effectiveness.
- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.
- To undertake health and safety duties and responsibilities appropriate to the role.
- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.
- To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022).

Key Working Relationships: Managers and other staff, and external partners, suppliers etc; with whom regular contact is required.

- Director of College Administration,
- Executive Group
- College Senior Management Team
- College Finance, Staffing, Site Administration and Timetabling teams
- UAL Finance, HR and Estates management
- Director of Change (LCF)
- Stratford project team

Specific Management Responsibilities

Budgets: Yes

Staff: Yes

Other Accommodation; equipment, as appropriate

Signed _____ Date of last review _____

(Recruiting Manager)

Job Title: College Head of Operations**Grade: 7**

Person Specification	
Specialist Knowledge/Qualifications	Degree in relevant area Knowledge of working in East London, desirable, but not essential
Relevant Experience	Significant relevant experience of managing complex operations. Significant relevant management experience, including staff management Significant financial forecasting experience Demonstrable experience of providing management information and statistical modelling reports Project management experience Experience in Higher Education desirable, but not essential.
Communication Skills	Communicates technical or specialist ideas or information persuasively adapting the style and message to a diverse audience in an inclusive and accessible way
Leadership and Management	Motivates and leads a team effectively setting clear objectives to manage performance
Professional Practice	Continues to develop own skills in operational leadership and management
Planning and managing resources	Effectively plans and manages operational activities or large projects to achieve long term objectives
Teamwork	Builds effective teams, networks or communities of practice and fosters constructive cross team collaboration
Student experience or customer service	Makes a significant contribution to improving the student experience to promote an inclusive environment for students, colleagues or customers
Creativity, Innovation and	Identifies innovative solutions to problems to

Problem Solving	bring a wider benefit to the organisation
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Last updated: January 2019