

**JOB DESCRIPTION AND PERSON SPECIFICATION**

<b>Job Title:</b> Head of College Operations	<b>Accountable to:</b> Director of College Administration	
<b>Contract Length:</b> Permanent	<b>Hours per week/FTE:</b> 35/1.0	<b>Weeks per year:</b> All
<b>Salary:</b> £56,530 - £68,282 per annum	<b>Grade:</b> 7	
<b>College/Service:</b> CCW (Chelsea College of Arts, Camberwell College of Arts, and Wimbledon College of Performance Arts)	<b>Location:</b> Across all sites	

**Purpose of Role:**

Reporting to the Director of College Administration (DoCA), the Head of College Operations is a deputy role for the Director of College Administration with particular remit for overseeing efficient and functional day to day operational process across the three Colleges that form the CCW entity; Chelsea College of Art, Camberwell College of Art and Wimbledon College of Performance Art. The role will be required to work across sites with a physical presence on site for a minimum of three days a week.

College operations can be complex across three College sites and as such the role is multi-faceted on a day to day basis, but particular themes of responsibility will be prevalent including; supporting oversight of Health & Safety, coordinating staff development and engagement, overseeing Licences for activities within the Colleges (ensuring these are regularly renewed and centrally held), supporting oversight of events and other activities happening across CCW and supporting oversight of/giving support to administrative, operational and planning activity within the Schools (School of Art, School of Design and School of Performance) working closely with the School Manager roles in each of these Schools. The post holder will line manage between 1-5 members of staff.

The post holder will be expected to work professionally with a wide range of stakeholders across the Colleges professional services teams, academics and hourly paid lecturers and technical teams, to ensure that day to day operations within the College are operating smoothly and effectively, and within this context will be required to work closely within CCW with the Head of Building Operations who is this role's counterpart for the operation of the physical CCW estate. Relationships will also be held by the post holder at University level (with central professional services teams within UAL head office at High Holborn) and across other UAL Colleges (for example London College of Fashion, Central Saint Martins and London College of Communication). In all relationships with stakeholders the expectation is to work collaboratively to develop and implement service expectations and effective operational models across the College and within the University.

**Duties and Responsibilities:**

**Operational Oversight:**

- To work alongside the Director of College Administration (DoCA) as their deputy and as a member of the College Senior Management Team to take collective responsibility for the professional administration of College operations, planning and resource management matters across CCW Colleges (Chelsea College of Art, Camberwell College of Art and Wimbledon College of Performance Art) in order to deliver efficient daily operations and contribute towards longer term planning to support CCW and UAL strategic priorities and KPIs.
- To work with the DoCA to plan, monitor and control the College's resources (including financial) and provide advice on matters relating to resource issues and related policies and procedures.
- To support the College planning process on a longer term, strategic basis through the development, monitoring and implementation of College budgets and staffing base, forecast modelling, management information and standard reports to support decision making and the delivery of agreed key priorities as identified by the DoCA.

- To participate in networks across the University representing CCW and establishing collaborative working relationships to develop, enhance and revise procedural policy and practice within CCW and the wider University.
- To attend University and CCW meetings in relation to College Operations, and to represent CCW on appropriate University initiatives and projects that require operational delivery within the Colleges.

#### **Management of Day-to-Day College Operations**

- To work closely with the School Managers to support both their delivery of day-to-day operational activities within the Schools and their on-going planning activities (including financial planning) through advising and responding to queries that arise, cascading information and attending meetings alongside them as needed.
- To cascade operational information around resource needs, critical operational issues arising in the Schools to the Director of College Administration (DoCA) so that these can be addressed as appropriate with either an immediate solution or through factoring into for example annual budgets, resource plans, recruitment target discussions.
- To act as a point of contact to problem solve and resolve issues that arise during the working day/week
- To take a lead role in overseeing development (in consultation with senior leaders across CCW) and delivery of the CCW Staff Engagement Plan and ensuring that this plan is articulated throughout CCWs Annual Operating Plan and that it speaks to applicable areas raised in the CCW Staff Survey responses.
- To take a lead role in the direction and development of Staff Development and Training across CCW in terms of supporting the direction of staff development and training initiatives, supporting the development of content for Staff Development weeks and developing mechanisms for gathering training requests from Personal Development Reviews into a cohesive staff training plan.
- To work alongside the Director of College Administration to take a proactive role in ensuring Health and Safety policy and practice is communicated, supported and delivered across CCW.
- To sit on various working groups and Committees to represent College Operations/CCW, provide input and support initiatives (projects, policy and process changes) to enhance operational delivery, and to take a lead role in embedding these into CCW College operations as appropriate.
- 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 oversee CCW operational licences to ensure these are up to date, being managed appropriately and communicated to relevant stakeholders.
- To work closely with the Building Operations team to manage bookings for CCW's residential property; The Atterbury Flat, which is used for visiting academics throughout the year.
- To support CCW's Local Information manager ensuring that staff are adhering to data protection policies. To undertake audits and regular reviews, producing reports and action plans as necessary.

#### **Line Management and Leadership:**

- To line manage a small team of key operational staff comprising; three School Managers and the Senior Administrator (HPL Contracts and Staff Development). Line management duties include induction,

probation, conducting Professional Development Reviews, supporting training and development, one-to-one meetings and motivating and leading to deliver planned outcomes

- To work alongside the Director of College Administration (DoCA) to provide leadership, support, and information cascading across the wider Professional Services Teams within the DoCA's remit.
- To ensure team members and senior managers have the necessary information and services they may need to achieve quality outputs that positively meet the demands of their role.
- To foster close working relationships including with the College's Senior Management team and other senior managers across the University, as appropriate and to work closely and collegiately with key roles including the Head of Building Operations for CCW, the roles that sit within the CCW Head of College Office and roles that sit within CCW but are managed by the University; CCW Head of Registry, CCW HR Business Partner, CCW Finance Business Partner, CCW Health & Safety advisor and the Estates team and their Facilities Managers based on each College site.

**Other:**

- 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 Staff Charter and Dignity at Work Policy, promoting equality diversity and inclusion 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,
- College Executive Group (CEG)
- College Senior Leadership Team (SLT)
- Head of Building Operations for CCW
- School Managers
- Senior Administrator (Hourly Paid Lecturer Contracts and Staff Development)
- Stakeholders across CCW's Colleges including HR, Marketing and Communications, Head of College Office, Health & Safety
- Stakeholders across the University of the Arts London (UAL) including Registry, HR and the Events Forum

**Specific Management Responsibilities**

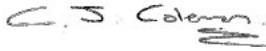
**Budgets:** Yes - operational

**Staff:** Yes

**Other** As appropriate

HERA code: 001132

**Signed:**



Charlotte Coleman, Director of College Administration (Recruiting Manager)

**Date of last review:** May 2023

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

<b>Person Specification</b>	
Specialist Knowledge/Qualifications	Degree in relevant area Knowledge of Higher Education (Arts), desirable, but not essential
Relevant Experience	Significant relevant experience of managing complex operations. Significant relevant management experience, including staff management Demonstrable experience of providing management information and statistical reports Project management experience Experience of working within Health & Safety guidelines and ensuring others do also Experience developing staff engagement and staff development and training approaches/plans in consultation with others 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 Problem Solving	Identifies innovative solutions to problems to bring a wider benefit to the organisation

**Last updated: May 2023**