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Job description and person specification

School Operations Manager

camberwell college of arts | central saint martins | chelsea college of arts | london college of communication | london college of fashion | wimbledon college of arts

Job description

Job title	School Operations Manager
College/Service	Central Saint Martins
Department/Team	College Operations
Accountable to	Head of College Operations **Dotted line to**: Dean of School
Contract	Permanent
Term	35 hours per week, 52 weeks per year
Grade	Grade 6
Salary	£51,996.00 - £62,433.00 per annum
Location	CSM - King's Cross, London UK
HERA Reference	002201

Purpose of the role

The School Operations Manager role is an integral professional services, administrative, planning and coordination role within Central Saint Martins (CSM) part of University of the Arts London (UAL). CSM is comprised of three academic schools and the School Manager will be expected to initiate, manage and implement strategic planning activities by working with the Dean of School and Head of College Operations. This will include leading core planning for the academic year, budgeting activities, end to end HR activities and leading projects and initiatives. They will be responsible for the coordination of all aspects of the school's operational infrastructure in partnership with other professional services teams.

Key duties and responsibilities

1. To coordinate School operational planning processes and delivery with other stakeholders within the College and the broader professional services community within the College and UAL. This will include tracking and capturing School priorities, oversight, monitoring and working with the College Executive Officer, and other colleagues, on updating the College annual operating plan.
2. To provide strategic support, advice and guidance to the Dean, Programme Directors, Director of College Administration and Head of College Operations, on all aspects of the school's operations, devising, implementing and promoting policies and procedures within the school.
3. To oversee the organisation and agendas of School, Programme and Course meetings

programme management meetings and other key School meetings, managing the school's order of business effectively ensuring that key processes are embedded into the annual cycle and delivered in a timely way. As part of this they will ensure that all actions are captured and followed up.

4. To act as School point of contact for other professional services stakeholders and manage and coordinate a range of administrative functions for the school, ensuring accuracy, quality and timeliness of tasks undertaken including designing local systems of work and ensuring successful implementation.
5. To be responsible for the management of reports, data and documentation and analysing this to support School activity, giving support and guidance on the application of relevant university policies and procedures.
6. To support the Dean, and Programme Directors, with analysis of Programme and Course budgets and managing financial information. To work in partnership with College Finance in providing reports and answering budget queries including Special Projects reporting
7. To support the Dean, and Programme Directors, with the management of HR matters including staffing planning, recruitment of staff and HPL related activities. To work in partnership with HR and Resourcing to coordinate these activities in a timely manner.
8. To be an active member of the Administration Senior Management Team working with colleagues from across the College through this forum.
9. To be responsible for providing leadership, and where appropriate management, of other team members, taking responsibility for recruitment, induction, probation and appraisals and overseeing staff training and development, ensuring that teams and individuals deliver on agreed outcomes where necessary.
10. To produce statistical reports and to analyse other statistical information from existing reports on behalf of the Deans, analysing data and presenting this data as required.
11. To monitor, on behalf of the Dean, actions related to survey activities, both internal and regulatory, working closely with the Associate Dean (Student Experience) and Student Experience Manager in this regard.
12. To work closely with the Building Operations and Events team in the delivery of large college events such as the summer Showcases.
13. To represent the College through membership of university committees as appropriate and engage with university colleagues and projects to foster collegiate dialogue and cooperation as and when appropriate.
14. 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.

Management responsibilities

- Budgets: School Budget
- Staff: 1 School Administrator
- Other: (e.g. accommodation; equipment): N/A.

Key working relationships

- Dean of School, Programme Directors, Course, Pathway and Stage Leaders, External Liaison Coordinators
- All School Staff
- CSM College Head of Operations
- Director of College Administration
- Head of Building Operations and Events
- Head of Student Recruitment and Marketing and College Admissions Tutors
- CSM College Steering Group, including the PVC and Head of College, and other management and operations leads.
- Colleagues within the HR Team and Resourcing Teams specifically including HR Consultants and Business Partners, OD specialists, Resourcing Manager
- Colleagues within the Finance Team including Head of College Finance
- Academic Registry colleagues including Registry, Course Support and Timetabling
- College Innovation Team
- College and Central Communications team
- Managers from Professional Services across UAL who support School business within the remit of the role
- Managers and other staff, and external partners, suppliers etc.; with whom regular contact is required will include:

General duties

These duties below are in addition to the duties and responsibilities listed above:

- The School Operations Manager will also undertake such other duties as may be defined by the Head of Operations, Director of College Administration, Dean and Pro Vice Chancellor / Head of College.
- Perform duties and tasks consistent within the scope and grade of your role as may be expected and assigned to you from anywhere within the university.
- Undertake health and safety duties and responsibilities appropriate to the role.
- Work in accordance with the University's Staff Charter and Dignity at Work Policy and anti-racism plans, promoting equality diversity and inclusion in your work.
- Undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning and Review Conversations (PRC) scheme and staff development opportunities.
- Make full use of all information and communication technologies to meet the requirements of the role and to promote organisational effectiveness.
- Conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations.
- Contribute to the University's Climate Action Plan and Social Purpose Strategy which sets out our principles, commitments and goals towards climate justice and our socio-environmental purpose.

Additional duties for senior appointments

- You may be required to work such additional/different hours as may from time to time be necessary for the proper and efficient discharge of duties which may include evenings, Saturdays, Sundays and bank holidays.
- You may be required to regularly travel to other sites and internationally as necessary.

Person specification.

This section provides a list of up to 11 essential criteria (and up to 3 desirable criteria if specified) that you will need to demonstrate you meet as part of the recruitment process.

Experience, knowledge and qualifications

- Degree or equivalent experience in relevant area. (E)
- Knowledge and understanding of the current Higher Education landscapes, and the revenue and funding environment in which Universities operate. (E)
- Relevant experience of managing operations for a large unit in a similar role working alongside a senior leader at Dean level or equivalent and of working with colleagues across teams in a matrix management environment (E)
- Experience of coordinating the implementation of strategic plans ideally within higher education. (E)
- Financial forecasting and budget management experience and the ability to provide analysis and clear explanations to stakeholders in this regard. (E)
- Experience of working with HR colleagues and managing staffing plans. (E)
- An appreciation for the creative arts and design, and a passion to build an outstanding student and staff experience in which creativity thrives working alongside creative teams. (D)
- Strong analytical skills and a track record of interpreting complex management information and statistical modelling reports. (D)

Communication skills

- Communicates effectively both orally and in writing, including excellent listening and interpersonal and subtle influencing skills, and easily able to facilitate constructive discussions on sensitive issues and deliver training when required. Ability to conduct difficult conversations where needed. (E)

Leadership and management

- Exercising developed management capabilities which include providing leadership to others around complex multi-dimensional issues. (E)

Planning and managing resources

- Plans, prioritises and manages resources effectively to achieve long term objectives. (E)

Student experience or customer service

- Experience of making a significant contribution to improving the student experience to promote an inclusive environment for students, colleagues or customers. (D)

Teamwork

- Ability to work collaboratively in a team and with different professional groups, ensuring that effective relationships with a wide range of internal and external stakeholders are developed and maintained and that the principles of equality, diversity and inclusion are upheld. (E)

Creativity, innovation and problem-solving

- Strong analytical skills with an informed and considered approach to problem-solving including identifying innovative solutions to problems to bring a wider benefit to the organisation as well as anticipating the flow of work of the School and College and can identify future resource needs. (E)