



JOB DESCRIPTION	
Job title: Head of Social Purpose Operations	Accountable to: Chief Social Purpose Officer
Contract length: Permanent	Hours per week: 35 Weeks per year: 52
Salary: £55,421 - £66,943 per annum	Grade: 7
Service: Social Purpose Group	Location: High Holborn
Purpose of the role: <p>Reporting to the new Chief Social Purpose Officer, the Head of Social Purpose Operations (HoSPO) will play a key leadership role in building and running the new division. The role will sit in the group's new Senior Leadership Team (SLT), working alongside four Directors, with specific responsibility for and oversight of the strategic and operational development of the new group.</p> <p>The HoSPO will lead the group's overall approaches to financial strategy, planning and operations; people strategies (including recruitment, staff development and Employee Value Proposition), corporate governance, data strategy and procurement, while providing high level strategic and delivery advice to the CSPO, working in partnership with key leaders within SPG and across UAL to build and successfully run the new group.</p>	
Core objectives <ul style="list-style-type: none">▪ To build and lead the strategic business planning for the Social Purpose Group ensuring that the directorates can develop and drive transformation, in line with the University's strategy.▪ To lead strategic planning and operational delivery of finance, people, data management, governance, compliance and communications for the Social Purpose Group, working with key business partners.▪ To develop, build and ensure consistent and effective ways of working across the Social Purpose Group in partnership with the Directors of Development, Communications, the Storytelling Institute and Social Purpose Lab.▪ To lead on the development and delivery of data-driven governance and communications internally and externally, including budget planning, business cases and papers.▪ To ensure that the Social Purpose Operations priorities are appropriately led and managed and communicated.	
Duties and Responsibilities <p>Strategy</p> <ul style="list-style-type: none">• Working with the CSPO and the Social Purpose Senior Leadership Team (SLT) to provide high-level operational leadership and strategic development, including ensuring effective and efficient use of resources.• Develop, lead and deliver effective and joined up strategic operational planning across the Directorates.• Oversee all operational strategy and development and ensure the smooth running of the Social Purpose Group operations.• Work with the HR Business Partner to develop and implement a People Strategy for the Group's People Strategy, to ensure the department is best placed to attract and retain talent (looking across culture, reward, talent management, succession planning and skills development)• Support the Communications Director on the development and implementation of a road map for transformation of the university's communications function into a single team.	

Partner relationship management

- Working with the CSPO and Directors, develop and implement a coherent approach to managing relationships and data across the Group.
- Lead on the operations and development of strategy across the Social Purpose Group and with senior stakeholders, including CSPO.
- Work in partnership with the Directors to, establish manage and improve effective working relationships between Directorates and other university and college departments.

People

- Provide leadership to office and administrative roles to ensure the smooth operations of the overall executive support function.
- Co-ordinate the development and training plans across Social Purpose managing training contracts, and pulling together a programme of coaching and development.
- Lead on the creation and maintenance of an optimal working environment including effective hybrid working for the group working in partnerships with Estates colleagues.
- Lead for the Social Purpose Group for Business Continuity and Health & Safety on behalf of SLT.

Budget

- Lead and develop shared Group approach long-term financial planning, as well as short-term budgeting. This includes annual budget monitoring and reviewing expenditure and procurement, co-ordinate the effective allocation and utilisation of funds across the Group, always ensuring compliance with the University's Financial Regulations.

General

- To perform such duties consistent with your role as from time to time may 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 personally contribute towards reducing the University's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022).
- 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 accordance to the University's policies and procedures, as laid down in the Financial Regulations.

Key Working Relationships:

- Chief Social Purpose Officer
- Social Purpose Group Directors: Communications, Development, Social Purpose Lab and Storytelling Institute
- University Secretary and Head of President and Vice Chancellor's Office
- Senior Finance Business Partner and Finance Business Support Accountant
- Head of Procurement
- Associate Directors of Human Resources
- Director of Planning
- Senior HR Business Partner & HR Consultant
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Specific Management Responsibilities

Budgets: Resources and Administration budget

Staff: Direct report: Office and Administration Manager and Administrator (currently team of 2; moving to a team of 3)

PERSON SPECIFICATION

Specialist Knowledge/ Qualifications

Degree / Postgraduate Qualification in business, management or a relevant field OR Professional qualification in a relevant area OR Substantial equivalent experience.

In depth knowledge of core operations and process management activities such as administration, risk management, finance, HR and quality assurance.

In depth knowledge of business planning and business

	<p>processes</p> <p>Demonstrable knowledge of the dynamics of the HE sector.</p>
Relevant Experience	<ul style="list-style-type: none"> • Significant leadership and management experience at a senior level • Proven experience of delivering successful strategic and operational leadership and management in a complex organisational environment with multiple stakeholders. • Experience of the successful management and delivery of culture change, within a Higher Education or similar environment; developing teams to be highly service focused. • Experience of producing high-level briefing papers, reports, committee servicing to detail. • Experience of using data and evidence to justify cases for change. • Demonstrable evidence of grasping new ideas quickly, engaging in complex thinking and working comfortably with ambiguity.
Communication Skills	<ul style="list-style-type: none"> • Communicates in a compelling and influential way adapting the style and message to a diverse internal or external audience in an inclusive and accessible way.
Leadership and Management	<ul style="list-style-type: none"> • Motivates and leads effectively, setting the direction of one or more function and promoting collaboration across formal boundaries
Professional Practice	<ul style="list-style-type: none"> • Contributes to advancing professional practice/research or scholarly activity in own area of specialism
Planning and managing resources	<ul style="list-style-type: none"> • Effectively plans, prioritises and manages the delivery of complex projects or activities to achieve long term strategic objectives
Teamwork	<ul style="list-style-type: none"> • Builds effective teams, networks or communities of practice and fosters constructive cross team collaboration
Student Experience or Customer Services	<ul style="list-style-type: none"> • Leads the improvement of the student or customer experience and promotes an inclusive environment for students, colleagues or customers
Creativity, Innovation and Problem Solving	<ul style="list-style-type: none"> • Initiates innovative solutions to problems which have a strategic impact

Last updated 11/08/22