

JOB DESCRIPTION	
Job title: Head of Operations	Accountable to: Director, UAL Awarding Body
Contract length: Permanent	Hours per week: 35 Weeks per year: 52
Salary: £53,011 to £64,032.00 per annum	Grade: 7
Service: Operations & External Affairs/UAL Awarding Body	Location: High Holborn
<p>Who are UAL Awarding Body?</p> <p>UAL Awarding Body designs and awards qualifications in creative subjects from Levels 1 to 4, operating in England, Scotland, Northern Ireland and Wales. It works with more than 200 Further Education Colleges, Sixth Form Colleges, schools and universities across the UK, and is regulated by Ofqual, CCEA and Qualifications Wales.</p> <p>UAL Awarding Body is part of UAL's Academic Enterprise Department, which leads the University of the Arts London's third stream income operations. Its mission is to increase the amount of income generated by the University from non-core teaching and research activities. It builds on, and includes, the successful UAL Short Courses Ltd, UAL Awarding Body, the Language Centre, college and research based enterprise, business and innovation operations. Academic Enterprise not only integrates and bolsters a wide range of business and client facing work across the University but is also developing new products and services for new and existing markets.</p> <p>Academic Enterprise is a successful and growing department with an anticipated combined turnover of £32m in 2017/18, from both B2B and B2C activities. There are approximately 195 staff and 650 hourly paid tutors working in Academic Enterprise operations in all UAL's Colleges as well as central university services. Each year, around 70,000 students study on short courses or qualifications offered by AE business units.</p>	
<p>What is the purpose of the role?</p> <p>The post-holder's primary objective is to develop and deliver outstanding operations processes and systems that support the delivery of transformative education to students across the UK and globally, and secure UAL Awarding Body's position as the pre-eminent provider of pre-degree creative qualifications in Further Education, schools, 6th Form College and specialist universities.</p> <p>Reporting to the Director, the Head of Operations is responsible for the design, implementation and management of all systems and processes that support the awarding body's core business, from student registration through to certification. They will need to apply a creative and ideas-driven approach to the design of systems and processes in order to meet the requirements of the Department for Education, Ofqual, CCEA and Qualifications Wales, and to meet the needs of students, universities and employers in the creative sector.</p> <p>The Head of Operations will continually evaluate current systems and processes with a view to identifying enhancements to meet the changing needs of the business, its customers and other stakeholders such as the DfE, Ofqual, CCEA, Qualifications Wales and UCAS. They will continuously innovate, develop and improve the current Qualification Management System and will play a key role in procuring, designing, configuring and implementing any replacement or additional systems.</p> <p>The Head of Operations is responsible for the accurate reporting of data relating to student registration, retention, achievement and success. They are responsible for providing accurate and timely data returns to the DfE, Ofqual, CCEA, Qualifications Wales and UCAS, and for providing data to the awarding body's Senior Management Team and its centres.</p>	

UAL Awarding Body has increased in size and complexity every year since its inception in 2007, and now needs additional resource at senior management level in order to successfully deliver both business-as-usual activity and continued growth via both existing and new markets. The Head of Operations will therefore play a vital role in leading the organisation as part of the Senior Management Team, setting and implementing strategy to navigate an increasingly complex policy and commercial environment.

Duties and Responsibilities

Strategy:

- To work with the awarding body's Senior Management Team in defining, reviewing and implementing the awarding body's Academic Strategy, establishing a clear vision for the organisation alongside strategic goals and objectives

Management:

- To take a leadership role in everything that the awarding body does, setting an outstanding example to staff and providing leadership across the whole team as well as to those staff that are directly line-managed
- To manage own team effectively to deliver challenging targets through the use of annual objectives, annual appraisals, team meetings, one to one meetings and other management tools as appropriate
- To play a key role in annual budget setting and the monitoring of income and expenditure against budget targets
- To contribute to internal and external reporting including to the Awarding Body Advisory Board, Qualifications Advisory Group and FE Committee of the Court of Governors

Operations work

- To lead the awarding body's operational systems and processes to successfully deliver the annual cycle of registrations, external moderation and external assessment, results processing and certification for all UAL Awarding Body qualifications
- To provide expert, informed and reliable advice to the Director and Senior Management Team on all aspects of operational delivery to support business as usual activity
- To hold and maintain a high level of expertise of regulatory requirements (including Ofqual, CCEA, Quals Wales, DfE) and ensure that operational systems and processes deliver ongoing compliance
- To develop and maintain a high level of expertise in data compliance legislation and to ensure all data is managed in accordance with GDPR requirements and those of the University
- To develop and maintain a high level of expertise of all UAL Awarding Body qualifications, products and services
- To continuously innovate, enhance and develop sustainable, and compliant systems and processes to meet the changing needs of the business
- To identify, project manage and implement new opportunities for operational enhancement
- To ensure that all systems and processes are fit for purpose, robust, tested and auditable and meet or exceed operational and compliance requirements

Business information and data

- To manage the production and delivery of robust and accurate mandatory data returns to the DfE, Ofqual, CCEA, Qualifications Wales, UCAS and the Learner Record Service

- To manage the production and delivery of robust and accurate management information for the awarding body's Senior Management Team
- To manage the production and delivery of robust and accurate benchmark data for centres

Collaboration

- To work collaboratively with the Associate Dean of Academic Standards to deliver annual processes in support of external moderation, external assessment and advisory visits
- To lead and chair the monthly Operations Group meeting
- To work collaboratively with the Head of Qualifications & Assessment and contribute to the Qualification Development Steering Group to ensure qualifications are designed with operational practicability in mind for the awarding body and for centres
- To work collaboratively with the Head of Quality Assurance and Enhancement and contribute to the QAE Steering Group to ensure external moderation and associated processes are operationally practicable for the awarding body and for centres

Customer service and relationship management

- To provide a first-class customer focussed service to approved centres, staff and students.
- To develop appropriate Service Level Agreements and metrics for determining the efficiency and effectiveness of systems and processes and to monitor and report of their effectiveness.
- To develop and maintain good working relationships with centre staff, external suppliers and other stakeholders as required
- To occasionally travel to approved centres to address Operations matters and to maintain strong working relationships.
- To represent the awarding body at its conferences and events
- To plan, design and deliver the annual conference for centre operations staff.

Other Conditions *(for senior staff, where appropriate)*

As a senior member of the University the following applies:

- You are expected to work such hours as are reasonably necessary to fulfil the duties and responsibilities of the role.
- 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 or internationally as necessary.

General

- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.
- Undertake health and safety duties and responsibilities appropriate to the role.
- Work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- Personally contribute towards reducing the University's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022).
- 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.
- 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.

- 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

- Director
- Deputy Director
- Head of Quality Assurance and Enhancement, UAL Awarding Body
- Head of Qualifications and Assessment
- Senior Operations Officer (x1)
- Operations Co-ordinator (x1)
- Operations Administrator (x5)
- External service providers (Portico)

Specific Management Responsibilities

Budgets: Circa £700,000

Staff: Senior Operations Officer (x1)

Operations Co-ordinator (x1)

Operations Administrator (x5)

Other (e.g. accommodation; equipment): laptop, phone

Last updated: 29th May 2020

PERSON SPECIFICATION

<p>Specialist Knowledge/Qualifications</p>	<p>Degree or equivalent qualifications</p> <p>A comprehensive understanding of qualification, assessment and education policy, specifically in regard to further education, vocational and applied qualifications and public funding</p> <p>A comprehensive understanding of the systems, processes and timelines of regulators and funders for Awarding Organisations from the Department for Education, Ofqual, CCEA, Qualifications Wales, Education and Skills Funding Agency and UCAS</p> <p>A comprehensive understanding of the principles of budget management and project management</p> <p>Professional qualifications in operations or project management are desirable</p>
<p>Relevant Experience</p>	<p>Strategic leadership and management in an awarding organisation</p> <p>Experience of budget management and business planning in a commercial environment</p> <p>Demonstrable experience of logistical planning and project management, including working to demanding timeframes and quality standards</p> <p>Demonstrable experience of innovation and systems improvement within a dynamic business environment</p> <p>Experience of configuring and using a Qualification Management System (QMS) to manage the recording of student registrations, achievements and awards, or a similar database system is essential</p> <p>Advanced IT skills, particularly in relation to statistical analysis and report writing</p> <p>Experience of developing, maintaining and managing relationships with external stakeholders including contract management and working with service level agreements.</p> <p>Experience of working across a large organisation and successfully influencing and managing complex projects in such an environment, including experience of</p>

	working with specialist colleagues in finance, IT and HR to ensure smooth business operations
Communication Skills	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	Motivates and leads effectively, setting the direction of one or more function and promoting collaboration across formal boundaries
Professional Practice	Contributes to advancing professional practice in own area of specialism.
Planning and Managing Resources	Effectively plans, prioritises and manages the delivery of complex projects or activities to achieve long term strategic objectives
Teamwork	Builds effective teams, networks or communities of practice and fosters constructive cross team collaboration
Student experience or customer service	Leads the improvement of the student or customer experience and promotes an inclusive environment for students, colleagues or customers
Creativity, Innovation and Problem Solving	Initiates innovative solutions to problems which have a strategic impact

Please make sure you provide evidence to demonstrate clearly how you meet these criteria, **which are all essential unless marked otherwise**. Shortlisting will be based on your responses.

Last updated: 29th May 2020