

Post Details		Last Updated: 27/09/22	
Faculty/Administrative/Service Department	Faculty of Engineering & Physical Sciences		
Job Title	Business Operations Manager		
Job Family	Professional Services	Job Level	5
Responsible to	Director of Faculty Operations		
Responsible for (Staff)	Faculty Professional Services staff as directed		
<u>Job Purpose Statement</u>			
<p>The Business Operations Manager will play a key role in assisting in the effective operational management across the Faculty, working closely with the Schools and work as part of the management team in specific areas, leading on key business objectives and projects, as required and under the direction of the Director of Faculty Operations, ensuring all relevant university protocols, procedures and guidelines are adhered to.</p> <p>The Business Operations Manager will support the Director of Faculty Operations in leading and coordinating key projects, determining priorities, and contributing to planning and delivery within designated functional areas, developing and implementing operational plans, policies and procedures to ensure delivery of the Faculty/School strategic objectives.</p> <p>The post holder will work with the Director of Faculty Operations to ensure that all strategic/operational objectives are delivered, and risks managed accordingly.</p>			
<u>Key Responsibilities</u> This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities			
<ol style="list-style-type: none"> 1. To be a member and/or attend the Faculty/School management team meetings, as appropriate, influencing and informing strategic/operational direction and priorities for the Faculty/Schools, particularly in relation to external engagement, accreditation and participating in the operational planning and delivery of initiatives and projects, within resource limits. 2. Directly manage the Faculty Support Office and work closely with the Faculty's School Professional Services teams to identify and resolve operational and infrastructure issues within the Faculty/Schools ensuring appropriate performance management and development is in place. 3. Work with the Heads of Schools, and colleagues both inside and outside the Faculty to build and maintain the reputation and profile of the Schools across key internal and external audiences as directed by the Director of Faculty Operations and ensure that all appropriate governance/operational processes/procedures are in place and disseminated accordingly. 4. Support academic colleagues on ensuring the Faculty's compliance with the administrative procedures of the University including quality systems and regulations. 5. Lead/co-ordinate/manage identified key projects within the Schools and/or the Faculty as required and directed using agreed methodology and reporting mechanisms contributing to strategic projects as directed. 6. Work with the Director of Faculty Operations to analyse Faculty/School data and other feedback to inform future development, identify opportunities and address areas for improvement. 			

7. Chair/attend key School/faculty committees to ensure integration and effective delivery of objectives, deputising for other key senior operational managers and/or Director of Faculty Operations as required.
8. Work closely with the Director of Faculty Operations to ensure that all business risks across the Faculty/Schools are identified and appropriate mitigation is in place following agreed University processes/procedures.
9. Lead/co-ordinate/manage EDI activities across the Faculty working closely with the Schools to support them in achieving accreditation like Athena Swan and Juno.
10. Support the Faculty Finance Manager in ensuring the Faculty Capital budget is distributed and administered efficiently and effectively.

N.B. The above list is not exhaustive.

All staff are expected to:

- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your Manager.
- Work supportively with colleagues, operating in a collegiate manner at all times.

Help maintain a safe working environment by:

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.

Elements of the Role

This section outlines some of the key elements of the role, which allow this role to be evaluated within the University's structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role.

Planning and Organising

- The work will, by necessity, be driven by a number of internal and external pressures, and therefore, the post holder will be adept at changing plans to adapt to these changing circumstances. The post holder will be skilled at planning a complex workload and creating and delivering project work plans using standard methodology.
- The post holder has a degree of latitude and opportunity to consider the best course of action in developing projects. Where plans and projects are particularly complex these will need to be referred to the Director of Faculty Operations for guidance and/or decision before implementation.

Problem Solving and Decision Making

- The post holder is expected to exercise personal initiative and sound analysis to identify and put forward suggestions to support the School to achieve its strategic objectives.
- They will be expected to implement a dynamic approach to problem solving to achieve the most expeditious solutions.
- They are required to define a problem or issue and will be required to apply analytical, interpretative and constructive thinking in finding solutions.
- The role is heavily dependent on building successful relationships, the post holder will be required to influence decision makers and have high level communication skills.

Continuous Improvement

- The post holder will participate in the continual process of reviewing the Faculty / Schools long-term strategic planning processes, thereby contributing to guiding the School's strategic direction.
- The post holder is expected to suggest innovative improvements, demonstrate strategic planning and advise the Director of Faculty Operations and Head of School where opportunities exist for further development.

Accountability

- There is scope for the post holder to apply judgement and initiative when managing their workload, including any medium and long term priorities and when responding to any conflicting demands. Answers to challenges faced will normally be identified as a result of previous experience.
- The post holder will often work as the first point of contact for internal staff and external partners and professional bodies and therefore the reputation of the Faculty and the Schools and the development of effective relationships will have a significant impact.
- The post holder is responsible for developing, planning and delivering a range of projects to an agreed budget.

Dimensions of the role

- The post holder will work closely with a number of project stakeholders across the Faculty and Schools, managing day to day operational aspects and ensuring that objectives and outcomes remain on track, reporting to the Director of Faculty Operations. The post holder is responsible for the management, motivation and development of faculty professional services staff (as directed) ensuring that the team support the overall business objectives of the Faculty/Schools.

Person Specification This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

Qualifications and Professional Memberships

Professionally qualified with a relevant degree/postgraduate qualification,
OR

Extensive vocational and strategic management and leadership experience demonstrating professional development through involvement in a series of progressively more demanding and influential projects/roles, backed by evidence of significant development of appropriate specialist knowledge.

E

Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance).

Essential/
Desirable

Level
1-3

A proven track record in supporting the development of strategic planning, external relations or communications planning in a complex organisation and the ability to translate this into and implement through specific action plans.

E

3

Significant experience of managing the delivery of a variety of internal and external projects.

E

3

Experience of developing innovative solutions and practical implementation for strategic change.

E

3

Ability to lead and develop internal and external networks to foster collaboration, share information and ideas.

E

2

Experience and/or familiarity of working in a Higher Education Institution environment.

D

n/a

Special Requirements:

Essential/
Desirable

Ability to work outside of usual office hours if required deliver business objectives

D

Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.

Level
1-3

Communication	3
Adaptability / Flexibility	3
Customer/Client service and support	3
Planning and Organising	3
Continuous Improvement	2
Problem Solving and Decision Making Skills	3
Managing and Developing Performance	2
Creative and Analytical Thinking	2
Influencing, Persuasion and Negotiation Skills	3

Strategic Thinking & Leadership	2
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This Job Purpose reflects the core activities of the post. As the Faculty/Schools and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.

Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.

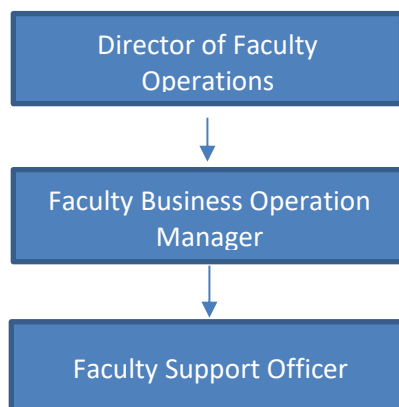
Organisational/Departmental Information & Key Relationships

Background Information

The University of Surrey is organised into 3 Faculties. The Faculty of Engineering and Physical Sciences (FEPS) comprises of 5 Schools that cover a multiple of disciplines, we enjoy a reputation for excellence in research and teaching, allied to a strong enterprise culture and an unrivalled record of graduate employment.

Our members of academic staff are widely respected, both nationally and internationally, amongst the many areas of academia and industry with which we interact. The strong research ethos is exemplified by our large and very vibrant postgraduate community, supported by outstanding facilities. We believe in the principle that a university should contribute to the cultural wealth of society by developing the basic sciences, whilst also developing the technology which will improve our overall quality of life. The post holder will interact with academic staff within these areas on a daily basis, supporting them in maintaining our reputation for excellence in research and teaching.

Department Structure Chart



Relationships

Internal

This post will work primarily with the Director of Faculty Operations and will have significant interaction with Heads of Schools, Senior School Management teams and School academic staff H&S Manager, Faculty Technical Manager, School Technical Managers, Continuing Education Manager. In addition, they will liaise closely with the Faculty Business Finance Partner and HR team and have some interaction with other Faculty Operational managers and University Departments of Marketing and Communication and Quality Enhancement.

External

The post holder will have interaction with external contractors and equipment suppliers and be required to maintain/develop relationships with external partners/organisations as appropriate including accreditation bodies and potential partners/stakeholders.