

# CANDIDATE PACK

HEAD OF SCHOOL  
BUSINESS, HOSPITALITY AND  
TOURISM MANAGEMENT

FACULTY OF ARTS AND SOCIAL  
SCIENCES (FASS)

CLOSING DATE FOR APPLICATIONS 23:59 SUNDAY 3<sup>RD</sup> MARCH 2024

INTERVIEW DATE : 15<sup>TH</sup> MARCH 2024







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# WELCOME MESSAGE FROM THE VICE CHANCELLOR



Thank you for your interest in this important senior faculty role. The University of Surrey is a global community of talented students and staff; we work with our stakeholders and partners to produce graduates of outstanding quality and impactful research.

Since the University's founding in 1966, and before that at Battersea College, our community has thrived on a strong ethos of practical learning and connections with the real world. This spirit of collaboration is evident across the University today at every level. It informs our teaching, adds value to our research and increases our impact.

We embrace the transformative power of technologies such as AI and seek to improve everything we do to give our students the head-start for their personal and professional success. We prepare them to be the leaders of the future and change-makers that will help shape the world for the better. We have over 142,000 alumni around the world, and we work with hundreds of institutions for students' exchange, mobility and research collaboration.

In 2023, Surrey was ranked 46th in the world for contributions to the UN Sustainable Development Goals in the Times Higher Education Impact Ranking, and we have nine subjects ranked in the world top 100 in the global Shanghai Subjects Ranking.

We have a proud record in high quality education and student experience, and in the 2023 NSS, the University of Surrey was placed 4th position overall in the UK. In the last three years, the University of Surrey has invested significantly in new study spaces and teaching facilities as well as a new data analytics system for enhancing education and campus life for our students.

The whole University is united around our vision of making more contributions to society through education and research, and is proud of our excellence-driven, supportive and inclusive culture, building on strong values of Inclusion, Inspiration, Innovation and Integrity. If your ethos and ambition match the University's, I wish you the very best with your application.

See our [Key Facts and Figures](#)

Find out more here about [Sustainability at Surrey](#)

**Professor G Q Max Lu AO DL FAA FTSE**  
President and Vice-Chancellor  
University of Surrey





# OUR AMBITION

**“To be a leading global university renowned for the outstanding quality and impact of its graduates, research, and innovation, together making great contributions to society.”**

## OUR GOALS

We will have achieved our ambitions when we have become:

- **A global leader in higher education**, a destination of choice for higher learning in the UK and internationally, with outstanding employment outcomes.
- **A leading research and innovation institution** with talented staff, students and postgraduate researchers committed to research excellence and to benefitting the economy, society, and the environment.
- **An engaged and connected university** which is the intellectual home for staff, students, alumni, supporters and the local community, and aware of its impact.
- **A preferred partner for government, business, industry, and other universities** in creating technological solutions, digital transformation and policy innovation.
- **A financially astute and sustainable institution** with diverse funding support, including philanthropy.

## Our Strategy 2041

The current strategy extension Forward thinking. And doing (2021-2024) was developed to see the University through the uncertain period post pandemic. This strategy identified three high-level priorities to consolidate the University's position and prepare it to exploit the opportunities that would inevitably arise post-2024 from demographic expansion, and government policies to drive economic growth. There has been a period of significant investment.

The University is now embarking on a strategy development process that aims to set a vision for 2041 – the University's 150th anniversary and marking 75 years on Stag Hill Campus in Guildford – and a three-phase strategic plan to realise its ambition. This process has started with the University community engaging in a “big conversation” about how the megatrends in the world today – AI/Tech, sustainability, global population growth, urbanisation, and wellbeing pressures – might create both risk and opportunity for the University. Later this year, these ideas from the ground up will be consolidated with the views of the Executive and the Governing body to create a purposeful and ambitious strategy that articulates clear choices about the future direction of the University.

[Strategy 2021-2024 Forward thinking. And doing](#)



# OUR SUCCESS

## WE HAVE ALREADY MADE SIGNIFICANT PROGRESS TOWARDS THIS GOAL, AS DEMONSTRATED BY OUR METRICS

The Complete University Guide has ranked us 13th in the 2024 League Tables for UK Universities. We have recently been placed 9th in the global sustainability impact rankings in the Times Higher Education's (THE) Impact Rankings which means that we have moved into the Top 10 Universities in the UK, ranking 9th in the country. We are a Top 250 globally ranked 252nd by the Times Higher Education World University Rankings 2024.

In Hospitality and Leisure Management Surrey rank 1st in the UK and 15th globally according to the QS World University Subject Rankings 2023. Business and Administration and Management are also in the top 100 rankings for academic subjects in 2023. In The Times Higher Education World Subject Rankings 2024 we ranked 74th for Law and 90th for business and economics globally.

The Times Higher Education rated Surrey 46th in the world for impact and for the REF 2021 Surrey was placed 33rd for overall research quality.

The University of Surrey celebrated strong performance on student satisfaction in the National Student Survey 2023 and we were ranked 4th in the UK cementing our place in the top 10 for this year's Survey – with an overall positivity score of 85.3 per cent. This result represents a trend of significant year-on-year improvements in official measures of student satisfaction over the last three years. Building on insights gained from last year's survey, the University has continued to improve facilities and enhance services for students.





# OUR PRIORITIES

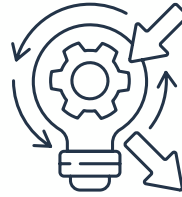


## Drive student experience.

Students are at the heart of our University, and we will deliver an excellent student experience for all students regardless of background. Surrey is renowned for enabling our students to realise their potential. We will continue to push the boundaries of pedagogy, ensuring our students experience a research-led education delivered by engaged academic staff using technology for greater flexibility to facilitate learning. We will be relentless in our pursuit of improvements to the overall student journey.

Our aim is to empower our students to be responsible for their Surrey journey. We will support our students to achieve their potential and prepare them to thrive throughout and beyond university. We will do this by working in partnership with students to build a strong Surrey community, fostering pride and belonging and championing diversity, inclusivity, and togetherness.

We will listen to, work with and support our students to help them succeed, identifying and improving support services and the necessary infrastructure for a truly joined up experience.



## Focus research intensity.

We will focus our resources and support around our existing and emerging critical masses of excellence. We will enhance excellence and build scale, bringing together disciplinary strengths from across the University to share ideas and address the challenges of our time. New pan-University institutes will serve as flagships of cross-disciplinary research concentration from which to elevate our global impact and visibility.

We will start upscaling and broadening our excellent innovation ecosystem to grow our innovation activity within our academic community, through educating, stimulating, and facilitating. We will continue to bring the research and education missions of the University ever closer together, building on the synergies already achieved by individual teachers and researchers.

We will align our research and innovation support to be researcher-centric, 'can-do', digital and integrated which will help our researchers improve their effectiveness, and continue to be extraordinary collaborators, with each other and our partners around the world.



## Create the conditions for success.

We will foster talent and create an environment where all our staff, students and postgraduate researchers are empowered and supported to flourish, valuing each and every contribution. We have redesigned our resource allocation model and our support processes to reward excellence, enable growth, and to create more capacity for the academic mission.

We will use technology to enhance our systems and simplify processes, putting our community at the heart of everything we do, building Surrey as the place to start and grow a career for all our staff – support and academic alike.

The success of our strategy will be underpinned by the quality, energy and commitment of our staff, supported by a strong and inclusive culture in an environment where all members of our community can bring their whole selves, flourish and fulfil their full potential.



# RESEARCH AND INNOVATION



**THE UNIVERSITY OF SURREY HAS A PROUD HISTORY OF COLLABORATION. THE CONNECTIONS WE MAKE ACROSS DISCIPLINES AND DEPARTMENTS, AND WITH OTHER INSTITUTIONS AND INDUSTRY, ENABLE US TO ACHIEVE RESEARCH BREAKTHROUGHS THAT MAKE A DIFFERENCE TO SOCIETY**

There are many examples of this across the University. We host the UK's largest research centre in 5G and 6G – which is developing the communications infrastructure that will underpin the way we communicate, work and live in the future – and are also home to the GCHQ-accredited Surrey Centre for Cyber Security. In the last two years, we have launched two pan-University Institutes – in Artificial Intelligence and Sustainability – which have given greater prominence to areas of world-leading research strength at Surrey. The Institutes are at the forefront of innovative new taught postgraduate offerings.

This research excellence is also at the heart of what we offer at Surrey in terms of teaching, adding real-world relevance and unique content to our undergraduate and masters courses, and enabling our PhD students to benefit from a world-class research environment.

We are proud to welcome high calibre young researchers to our community as they begin their academic careers, and even prouder to see them moving.

Read more here [Research and Innovation Strategy](#)



# OUR FACULTIES

WE ARE PROUD OF THE OUTSTANDING TEACHING OUR THREE FACULTIES DELIVER TO OVER 17,000 STUDENTS FROM ALL OVER THE WORLD.



## **FACULTY OF HEALTH AND MEDICAL SCIENCES (FHMS)**

The Faculty of Health and Medical Sciences is comprised of five schools, all working together under a 'One Health, One Medicine' vision, to provide interdisciplinary research and teaching in human and animal health.

## **FACULTY OF ARTS AND SOCIAL SCIENCES (FASS)**

The Faculty of Arts and Social Sciences transforms lives through combining research intensity with practice-led education, bridging disciplines and embracing disruptive landscapes to address today's most challenging issues.

## **FACULTY OF ENGINEERING AND PHYSICAL SCIENCES (FEPS)**

The Faculty of Engineering and Physical Sciences covers the core engineering disciplines of aeronautical, civil, chemical, electronic and mechanical engineering, alongside the specific disciplines of chemistry, computing, mathematics and physics.



# EQUALITY, DIVERSITY AND INCLUSION



**AT SURREY, WE ARE VERY PROUD OF THE DIVERSITY WITHIN OUR COMMUNITY AND ARE COMMITTED TO PROVIDING AN INCLUSIVE ENVIRONMENT THAT OFFERS EQUITABLE OPPORTUNITIES FOR ALL**

We strive for Surrey to be a place where everyone feels welcomed, valued and safe and we seek to embed our values in everything we do:

- Inclusion: to value everyone in our community
- Inspiration: to find it in ourselves and each other
- Innovation: to work together to make tomorrow better than yesterday
- Integrity: to do the right thing, individually and collectively

Our vision to be a leading global university relies on our proven ability to attract the best people from the UK and internationally to work and study here; this can only be achieved when we work together to create a truly inclusive culture. Our Equality, Diversity and Inclusion (EDI) Plan 2020–2025 lays out our aims to develop our inclusive and supportive culture, eliminate discrimination, harassment and victimisation, and advance equality of opportunities.

Across the University of Surrey, we are working actively towards fulfilling our EDI Plan targets and encourage everyone to engage with and participate in its progress. To achieve culture change, we are working to embed EDI in all teaching and learning, research and partnerships, as well as supporting our professional services colleagues. This will enable a self-sustaining process that will support EDI in becoming ‘second nature’ for our community.

See the plan here [Equality, Diversity and Inclusion Plan 2020 - 2025](#)

We are proud members of the Race Equality Charter and the Athena SWAN Charter for gender equality (holding University and departmental awards). We are also a Stonewall Diversity Champion and a committed Disability Confident employer. Our AccessAble app provides accessibility support to people who need it around our campus and we have thriving staff networks and equality groups that support our work in all our areas of equality (gender, race/ethnicity, LGBTQI+, disability and faith).

[Watch our Inclusion Video](#)



# WELCOME MESSAGE FROM THE DEAN OF FACULTY



Welcome to the Faculty of Arts and Social Sciences at the University of Surrey! I was delighted to join the University last year as Dean of a Faculty that brings together subjects from across the arts, humanities, social and political sciences, business and economics to create a community of Staff and students that are not only dedicated to the advancement of knowledge but are empowered to question the world around them and apply their subject skills to shape the future.

These subjects are among the most crucial in solving some of the challenging issues we face today. For example, to address climate change, we need social and political scientists to assess society and develop measures to drive changes in people's behaviour. We need writers, performers, and artists to communicate complex issues and engage the public in change, and we need experts in business to design responsible and sustainable economic models.

Distinguished globally for its commitment to addressing society's evolving needs, our Faculty stands at the forefront of transforming lives through a unique blend of research intensity and practice-led education. The Faculty of Arts and Social Sciences (FASS) is home to a broad range of subjects that excel across education and research. Its excellence in research is evidenced for example by five of our eight UoAs ranking in the top 20 for overall grade point average (GPA) in the latest REF, with several positioned in the top 10 for at least one of the four REF areas.

The Faculty's position as a world-class provider of education that leads to high levels of graduate employment is exemplified by the majority of our disciplines ranking in the top quartile for NSS Overall Satisfaction and for Graduate Outcomes (GO), with Tourism, Drama, and Business, to cite but three examples, ranking first, fifth, and tenth, respectively in the latest GO.

Such excellence across our activities has positioned our subjects highly in university league tables,

I am delighted to invite exceptional candidates to join the FASS leadership team to shape the future of our education, research, and societal impact. I am looking forward to working in partnership with the incoming Head of School at a time when we are building our new Schools with the aim of bringing together cognate subject areas, maintaining each area's identity, culture and reputation at the same time as utilising the new, multi-disciplinary structural context to amplify the combined strength of multiple disciplines.

Working together in achieving these aims, this is a fantastic opportunity to join ambitious Faculty Executive Board, taking the helm of one of our inspiring and inclusive communities of scholarship.

I welcome your application.

## **Professor Annika Bautz**

Pro-Vice-Chancellor and Executive Dean of  
the Faculty of Arts and Social Sciences





# ABOUT THE SCHOOL

## Business, Hospitality and Tourism Management at Surrey

Welcome to our innovative School within the Faculty of Arts and Social Sciences, where the Surrey Business School and Hospitality and Tourism Management converge, creating a dynamic academic hub that spans disciplines across Business and Management. Our School is home to a diverse student population of c3300, including c90 PGR students. It is home to c163FTE academic staff and two cognate research Units of Assessment (UoA).

Our mission is to unite research and industry expertise, tackling real-world challenges to benefit businesses, foster sustainable futures, and contribute to societal improvement.

Surrey Business School has a global recognition, securing a place among the top 100 in the world for business administration and management according to the Shanghai Global Rankings 2023. The recent Research Excellence Framework 2021 results further highlight our academic prowess, positioning the discipline 19th overall in the UK, 10th for research outputs, and 16th for research impact. Committed to pioneering research, we leverage the strengths of our technology-led university to deliver impactful solutions relevant in today's rapidly changing landscape.

By merging the rigor of high-quality research with technological innovation, we actively contribute to improving business practices and driving sustainable positive change. Through collaborations with enterprises and organisations, we develop practical solutions and insights that address real-world business challenges.

In the realm of Hospitality and Tourism Management, we are a global leader, securing the 1st position in the UK (Complete University Guide) and 2nd worldwide for hospitality and tourism management in the Shanghai Global Ranking of Academic Subjects 2023. Recognised in the QS World University Rankings by Subject 2023, we hold the 1st spot in the UK and 15th globally for hospitality and leisure management, with our academics ranking 1st for tourism, transport, travel, and heritage studies in the Complete University Guide 2024.

Our accolades continue with an 8th position in the Guardian University Guide 2024 for Hospitality, Event Management, and Tourism, and a 3rd position in the UK in The Times and Sunday Times Good University Guide 2024 for Hospitality, Leisure, Recreation, and Tourism. With a stellar reputation built over 60 years of pioneering research in hospitality, tourism, transport, and events, we are committed to international collaboration to explore how sustainability and equality are reshaping our industries. At the cutting-edge of the industry our research covers digital transformation, competitiveness, sustainability, and wellbeing.

Students benefit from a rigorous and transformational learning experience in a safe, supportive, and inclusive academic Community. We engage our students in innovative programmes that are proactive in addressing industry needs and societal challenges, to gain the necessary skills and mindset to develop into agents of change who will continue to make a difference across a diverse range of hospitality, tourism, transport, events, and related sectors. Our students have access to international placements from Dubai to the Maldives.





# OVERVIEW OF THE ROLE

We are looking to appoint a Head of School with a breadth of knowledge and experience who will support the Pro-Vice-Chancellor and Executive Dean and the Faculty Leadership Team in delivering our vision and aspirations.

This unique position offers an exciting opportunity to harness the advantages of interdisciplinarity, fostering connections that empower both students and cutting-edge research, transcending traditional boundaries. Building on our strong performance across our areas of activity, as evidenced by our league table position, we are looking to further develop and deliver ever more innovative, high-quality education, alongside our internationally excellent research that has demonstrable global impact.

We are seeking to appoint an outstanding strategic leader who will bring an inspirational and innovative approach to delivering the University and Faculty priorities. The Head of School will play a pivotal role in developing areas for delivery across the School, further enhancing reputational and academic performance and ensuring the financial sustainability of the School.

The role holder will also contribute to pan-university activities defined by the broader strategic priorities set by the Executive Board. Reporting to the PVC Executive Dean, the postholder will take strategic leadership of the School, bringing the different disciplinary cultures and identities of its component parts together in a multi-disciplinary unit.

Whilst the successful candidate will be appointed to a permanent senior academic post, the Head of School role is for a fixed 5-year tenure, with the potential to extend, subject to internal processes.

## Aims of the Role

The Faculty is undergoing a period of exciting development and is now seeking to appoint the first Heads for each of its three new Schools.

This is an exciting time to join and spearhead the evolution of the new School.

## Key Responsibilities

- To lead the School through a significant period of change, unifying its constituent parts into a resilient, multi-disciplinary unit.
- To devise and lead on a short- and long-term strategy for the new School that leverages the opportunities afforded by the bringing together of cognate subjects, building and further developing each discipline's strong performance across education and research metrics.
- To develop frameworks that enable growth across education and research.





# ESSENTIAL CRITERIA

## The successful candidate will demonstrate;

- A higher degree or PhD in a relevant subject.
- Excellent leadership and management skills with substantial experience and proven ability to operate effectively as a credible academic leader.
- A track record of developing strategic vision and implementation through innovative, inclusive and entrepreneurial approaches.
- Demonstrable research activity evidenced by high quality outputs and grant income as appropriate to the discipline.
- Experience of delivering a high-quality student experience and innovative teaching practice.
- Proven experience of building strong relationships with a diverse range of external stakeholders, with the interpersonal and diplomatic skills required to be an exceptional ambassador for the School and the Institution.
- Ability to deliver high quality outcomes under pressure and in a collegiate and inclusive manner.
- Ability to think innovatively to grow student numbers, develop contemporary programmes and drive forward research activity and impact.
- Proven experience of inspiring, motivating and developing teams, engendering trust and respect.
- An excellent understanding of the sector including accrediting body regulatory requirements relevant to the disciplines within the School.
- Experience of developing a highly successful team and setting the standards required for such achievement. This can be evidenced through NSS results, increased student numbers, innovation in teaching, REF outcomes, UKRI / EU grant income and/or leadership in world-class collaborations.



# HOW TO APPLY

To make a formal application, please do so via our website.

In your application\*, please include;

- A full academic CV
- A cover letter outlining your suitability for the role and motivation in applying for the role

The closing date for applications is **23:59 on Sunday 3rd March 2024**

Shortlisted candidates will be invited to campus-based interviews on 15<sup>th</sup> March 2024. This will include an opportunity for you to make a presentation to members of the School outlining your vision for the new School.

## HERE IS THE LINK TO APPLY

\* Should you require any reasonable adjustments to support your application or interview please contact [resourcingteam@surrey.ac.uk](mailto:resourcingteam@surrey.ac.uk) who will ensure that you have the support you need to maximise your application. The University of Surrey is committed to providing an inclusive environment that offers equal opportunities for all, placing great value on diversity and seeking to increase diversity in its community. Therefore, we particularly encourage applications from under-represented groups such as people from Black, Asian and minority ethnic backgrounds, women and people with disabilities.





# TERMS AND CONDITIONS



## PAY MODEL

[Our Benefits](#)

[USS Pension Scheme](#)

[Relocation Policy](#)

[You and Your Family](#)



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For more information contact [suzi.fox@surrey.ac.uk](mailto:suzi.fox@surrey.ac.uk)

