

Head of Operations - Role Profile

Pay Grade:	6
Responsible to:	Chief Operating Officer
Responsible for:	<p>Direct Line Management</p> <ul style="list-style-type: none">• Sustainability Manager• Facilities Supervisor• Front of House Coordinator• Head Venue Technician <p>Supervision</p> <ul style="list-style-type: none">• Casual Student Staff (up to 50)

Main Duties of the Role

Operational Leadership

- Provide day to day leadership of the team
- Set clear objectives, performance standards and service expectations, reviewing systems and processes to improve efficiency and service quality
- Develop and monitor operational KPIs and service standards and levels
- Ensure effective rotas, staffing levels, operating hours, and contingency planning
- Establish and maintain positive working relationships with the University Estates & Facilities and Health & Safety teams
- Lead operational planning for peak periods and major events

Health and Safety Management

- Act as the organisation's operational lead for health & safety
- Ensure compliance with all relevant legislation and regulatory requirements
- Oversee risk assessments, incident reporting, fire safety, first aid provision and emergency procedures
- Lead on health & safety audits and continuous improvement initiatives
- Promote a positive health & safety culture across SUSU
- Regularly report on Health & Safety data and progress on continuous improvement to SLT and Health & Safety Committee

Facilities and Cleaning Management

- Oversee building management, cleaning standards and cleaning contractor performance, ensuring facilities are safe, clean, compliant and fit for purpose
- Manage planned preventative maintenance schedules, and develop both short- and long-term facilities improvement plans
- Coordinate small maintenance works and oversee contractors where required, following applicable University processes and procedures
- Regularly review the usage and configuration of spaces to ensure we provide the right spaces for the right use

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- Work with colleagues, external contractors and the University to ensure appropriate security arrangements are in place for SUSU facilities and events

Room Bookings and Reception Management

- Oversee the effective management of SUSU room bookings systems and processes
- Ensure SUSU Reception provides a professional and welcoming experience
- Maintain efficient processes for enquiries, confirmations, invoicing and customer communication
- Ensure relevant booking information is communicated and coordinated with relevant internal and external stakeholders
- Identify opportunities to maximise the use of our facilities available for hire throughout the year

Technical and Event Support Management

- Oversee Audio Visual and technical provision for internal and external events, and SUSU meeting rooms and venues
- Ensure SUSU technical and related equipment is maintained, compliant and fit for purpose
- Support in planning and delivering event production requirements
- Develop and maintain service standards for clients and event organisers
- Develop and continually improve an external technical hires service

Transport Service Management

- Oversee the safe and compliant operation of all SUSU owned and leased vehicles
- Ensure driver compliance, vehicle maintenance, insurance and licensing requirements are met
- Monitor vehicle scheduling and usage to maximise value for money
- Ensure appropriate training, risk management and documentation is in place

Sustainability Management

- Identify opportunities to improve the sustainability of SUSU facilities
- Ensure ongoing compliance with ISO 14001 requirements, including internal audits, management reviews, corrective actions and continual improvement processes
- Promote sustainable procurement, waste reduction, recycling and responsible resource management across SUSU
- Ensure sustainability objectives and training are embedded across all areas of SUSU

Role Expectations

People Management

- Managing your staff team to unlock their full potential, in line with policies and procedures covering the wide range of staff management issues, including recruitment, induction & probation, personal development, performance management, disciplinary & grievance, holidays and absence management

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- Occasionally undertake operational management/supervision of student people (both staff and volunteers) taking the responsibility to allocate routine tasks and rotas, and monitoring progress

Financial Resource Management

- Responsible for budgeting and monitoring expenditure for activities/projects/campaigns within an annual budget of up to £500,000
- Preparing and managing the relevant budget(s), using resources effectively and efficiently, acting upon variances and taking account of financial procedures

Management

- Supporting the implementation of the current approved strategic plan and promoting our core values and organisational priorities through the departmental operational plan
- Using robust and effective approaches and methodology to plan work (tasks, projects) for self and the team
- Taking responsibility for overall outcomes of a function(s), outlet or department
- Ensuring the SUSU team meets the highest standards of service and is focused on responding to member/customer needs and demands, constantly seeking ways to improve student feedback
- Identifying and developing solutions to address operational and situation challenges using rigorous analysis and sound judgement

Contribute to the overall effectiveness of SUSU by

- Developing and maintaining relationships with key internal and external stakeholders
- Ensuring personal knowledge and skills are updated to ensure effectiveness in meeting work objectives
- Contributing to the positive image of SUSU with students, the University and the local community working with the team to ensure a full service is provided at all times, providing cover as necessary
- Ensuring that statutory and legal obligations are met
- Promoting SUSU's various policies and commitments within your work, in particular Health & Safety, Equality, Diversity & Inclusion, and Sustainability
- Participating in and driving personal learning and development
- Attending all meetings and training events, as required
- Completing such other duties as may be reasonably prescribed by SUSU, appropriate to the grade and responsibilities of the post

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Person Specification

We have described below the range of experience, qualifications, knowledge, and skills we are looking for. We will use this to manage our selection process to identify any development needs once in post.

KEY REQUIREMENTS	Assessed at:		
	Application	Interview	Task
Knowledge/Qualification			
NEBOSH certificate/diploma or equivalent level health and safety qualification, or significant previous experience of health & safety management	✓		
Hold a clean UK driving licence (preferably including D1 licence)	✓		
Experience			
Significant experience in operational or facilities management.	✓	✓	
Experience overseeing multi-functional operational services	✓	✓	
Experience managing teams and supervising managers and staff	✓	✓	
Experience of developing a planned, preventative maintenance programme	✓	✓	✓
Experience of managing projects, including evaluating and reporting on project results	✓	✓	✓
Experience of managing contracts and service level agreements with external organisations	✓	✓	
Experience of managing budgets up to £1m	✓	✓	
Skills			
Strong organisational and problem-solving skills		✓	✓
Excellent communication skills, with the ability to relate to and communicate effectively with people at all levels		✓	✓
Strong analytical skills with the ability to interpret data and identify improvement opportunities		✓	✓
Strong IT skills – familiar with Office 365 applications and ability to learn new systems	✓	✓	
Able to work flexibly, including occasionally working weekends and nights	✓		