Operations Manager (Professional Services)
Corporate & Information Services

Closing date: 9 February 2020
Interview date: 12 March 2020
Vacancy reference: 8323
INTRODUCTION

Led by the Registrar and Secretary, Professional Services at the University of York is organised into seven Directorates: Corporate and Information Services, Commercial Services, Estates and Campus Services, External Relations, Human Resources, Research and Enterprise, and Student and Academic Services. The Finance Directorate works closely with Professional Services on all operational and strategic matters. In total, Professional Services employs in the region of 2000 staff and has a net budget of circa £89 million/annum.

The services delivered by Professional Services are essential to all aspects of the University and underpin our excellent student experience, teaching, learning and research. In order to ensure Professional Services activities are well coordinated and agile the Registrar and Secretary has decided to appoint an Operations Manager role, who will report to the Deputy Registrar, and join a team of Faculty Operations Managers (FOM). The FOM’s, support the three Deans in the coordination of departmentally-based professional service teams.

This is a high-profile role which requires the management of complex activities and relationships with key stakeholder groups. The role holder will work closely with Professional Services staff across the Directorates and with the FOM’s. They will manage and support teams through change, and work to service multiple, sometimes competing, agendas. The role requires excellent negotiation, communication and influencing skills, together with the ability to deal with sensitive issues, balance conflicting demands, and work to tight deadlines.

Heidi Fraser-Krauss
Deputy Registrar and Director of Corporate and Information Services
Main purpose of the role appointment

The Operations Manager (Professional Services) will facilitate change, act as a bridge between the Faculties and Directorates and ensure that the various professional services are well integrated and provide effective services to each other as well as academic departments. The role will be instrumental in developing efficient and effective services and processes, that will in turn support the delivery of the new University strategy and a high-quality student and staff experience.

Key Aims:

- Improve the coordination of activities between Professional Services, Faculties and departments, ensuring that services are designed around the needs of students and staff.
- Proactively seek opportunities for efficiency and effectiveness and increase the value-for-money of support services.
- Understand the internal and external requirements of the sector, and translate external needs into internal actions in the most effective way possible.

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

- Support all levels and areas of Professional Services to work closely together to provide outstanding services to students and staff via standardised ways of working, reduced duplication, the sharing of good practice and a nuanced understanding of customer needs.
- Provide executive level support for sponsors, project managers, business change managers, project teams and other relevant colleagues to ensure that any projects deliver the desired outcome and benefits.
- Working with the Heads of Service support staff from across the Professional Services Directorates through change and develop a culture of continuous improvement, partnership, collaboration, and resilience.
- Work closely with the Faculty Operations Managers to ensure that service delivery in academic departments is closely aligned with Professional Services and that the needs of students and academic staff are fully met.
- To work with and, where appropriate, coordinate multi-disciplinary teams drawn from across the University to achieve planned positive developments and targets.
- To work collaboratively with central professional services staff to deliver effective and efficient services that raise quality, secure sustainable efficiency and add value for stakeholders.
- To provide operational support for the Professional Services Directors and assist them in setting strategic plans and frameworks which will facilitate the delivery of the University strategy.
- Regularly review and benchmark staffing levels and delivery of core services to ensure these meet user requirements and are as efficient and effective as possible.
- Contribute to a culture of openness, cooperation and trust with all stakeholders, hallmarked by high levels of strong, relevant communication throughout and by progressive team-oriented working.
To play an active role on key University committees, working with these groups to ensure effective decision making and appropriate allocation of resources.

Investigate complaints or issues of concern as requested by the Deputy Registrar.

Play an instrumental role in the delivery of Rapid Improvement Events (RIE) which review specific, problematic processes or issues, using a structured Lean methodology.

Deliver on Professional Services KPIs, including the development and adoption of common processes across Professional Services.

The above list of duties is not exhaustive and is subject to change. The role-holder may be required to undertake other duties within the scope and grading of the post.
# PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Educated to degree level or above</td>
<td>Essential</td>
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<tr>
<td>Higher degree or relevant professional qualification</td>
<td>Desirable</td>
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## Knowledge

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<tr>
<th>Knowledge</th>
<th>Essential / Desirable</th>
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<tr>
<td>An understanding of the core academic purposes of the University</td>
<td>Essential</td>
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<td>An appreciation of what constitutes high-quality support for all university services</td>
<td>Essential</td>
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<td>Knowledge of best practice programme, project, change methodology tools and practices.</td>
<td>Essential</td>
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<td>An understanding of the role of professional services in a University setting or HE sector</td>
<td>Desirable</td>
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<td>Knowledge of policies and procedures around Equality and Diversity, Health and Safety, Information Governance and Data Protection</td>
<td>Desirable</td>
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## Skills, abilities and competencies

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<tr>
<th>Skills, abilities and competencies</th>
<th>Essential / Desirable</th>
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<tr>
<td>Excellent communication skills both oral and written, including the ability to:</td>
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<tr>
<td>1. draft high level reports and plans in a clear and concise way</td>
<td>Essential</td>
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<td>2. speak clearly and fluently with all levels of the organisation in a compelling and persuasive manner</td>
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<td>Ability to develop a positive working relationship with staff at all levels and backgrounds within the University and interact with stakeholder groups/individuals in a sensitive and effective way</td>
<td>Essential</td>
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<td>Ability to nurture and develop respect amongst senior colleagues, through an understanding of the issues and challenges that leaders face</td>
<td>Essential</td>
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<td>Ability to have challenging conversations and make difficult decisions to achieve results</td>
<td>Essential</td>
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<td>Ability to develop and deliver strategy and action plans with engagement of stakeholders</td>
<td>Essential</td>
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<td>Ability to manage change, address challenges and assess and communicate priorities</td>
<td>Essential</td>
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<td>Highly developed skills in motivating and mentoring staff in a multi-functional setting, to ensure standards and training needs are met through appropriate provision</td>
<td>Essential</td>
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<td>Collaborative approach to leadership with a willingness to share the management of staff across different boundaries</td>
<td>Essential</td>
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<td>Ability to manage information gathering and analyse complex business processes; appreciate short v long term impact.</td>
<td>Essential</td>
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## PERSON SPECIFICATION

### Skills, abilities and competencies (continued)

#### Problem solving/decision making
- demonstrates a capacity to question traditional assumptions and contribute to solutions that raise expectations about performance
- keen eye for detail with ability to understand the wider strategic picture and translate into operational delivery
- ability to think laterally and create new and imaginative approaches to work

#### Resource management
- manage projects and workloads to meet timescales, budgets and outputs
- ensure resources are deployed efficiently and effectively and carry out regular reviews to assess and maximise the impact

#### Service Delivery
- commitment to delivering services that add value
- proactive approach to the collection and evaluation of feedback
- proactive approach to setting standards and behaviours, and sharing best practice so that performance improves on a continuous basis
- good levels of understanding in the use of IT systems and their capacity to support university business

### Experience

- Strong operational service delivery and design experience in a complex organisation
- Successful management of substantial change activities in a large organisation
- Managing in a matrix structure and forming links between academic departments and central services
- In a middle-senior management role in a research-intensive University
- Demonstrated success in developing and managing processes and systems with high levels of collaboration
- Experience in financial planning and analysis, project management and restructuring

### Personal attributes

- Resilience
- Ability to keep calm under pressure
- Ability to work with people at all levels and to influence senior colleagues
- Ability to adapt workloads in response to changing priorities
- Credibility and trustworthiness
ABOUT CORPORATE AND INFORMATION SERVICES

The Directorate of Corporate and Information Services is led by the Deputy Registrar and is responsible for six key University services: Planning, Strategic Programmes and Change, Governance and Assurance, Legal Services, Health and Safety Services, and Information Services (which includes the Library, Archives and IT functions). The purpose of the Directorate is threefold; to enhance coordination between central professional services and academic departments with the aim of improving services to both staff and students, to ensure that the governance, assurance, risk and resilience management activities of the University are joined-up and to provide the capability to support the delivery of strategic initiatives and institutional change.

As a Directorate we strive to provide the best student and staff experience through a strong customer focus, agile and effective services and a commitment to continuous improvement. We work in collaboration with colleagues both within the Directorate and across the University to achieve these aims.

Information Services
Information Services ([https://www.york.ac.uk/about/departments/support-and-admin/information-services/](https://www.york.ac.uk/about/departments/support-and-admin/information-services/)) is one of the largest Professional Support Services at York, with a community of approx 275 staff, working across Library, Archives and IT Services.

The Department has a very strong reputation within the University and externally. We are proud to hold the Customer Service Excellence accreditation; the first department at the University to be awarded this standard and one of the first converged services (e.g., Library and IT Services) in Higher Education to receive it. Customer Service Excellence requires us to look closely at our services, processes and culture, and to make improvements to them where necessary. It provides a quality framework we use to assess ourselves against and it is an important aspect of our staff culture.

Information Services was awarded the Vice-Chancellor & President’s Special Recognition Award in recognition that “within this Directorate there are a range of people who are regularly working above and beyond the call of duty, often in the background to make all our working lives run more smoothly”. Our staff are frequently recognised through nominations and awards in high profile areas such as The Times Higher Education awards; Women in IT Excellence awards and The Vice-Chancellor’s Teaching awards.

Equality, diversity and inclusion
Corporate & Information Services and the University are committed to promoting a diverse and inclusive community and equality of opportunity for all staff. Applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief, marriage and civil partnerships.
We offer a range of family-friendly and inclusive employment policies and practices, for example flexible working patterns and a formal flexitime scheme.

The Directorate provides support for all staff in their career development. Staff are encouraged to attend training events and take up opportunities for professional development, including those offered by the award-winning University People and Organisational Development Team (https://www.york.ac.uk/admin/hr/about-hr/teams/pod). The Directorate gives consideration to supporting secondment opportunities and encourages and supports its staff to gain experiences which will help them work towards their career goals.

We have a culture of reward and recognition and all staff are encouraged to recognise their colleagues through our reward schemes - Staff Contribution, Making the Difference and Rewarding Excellence. We are committed to developing this area further, in recognition that our people and our culture are integral to the delivery of our strategies and aims.

The Directorate recognises the importance of mental and physical wellbeing. We are working as a community to empower our staff to be confident in discussing mental health; facilitating and promoting available mental health resources and events and creating a supportive environment for people to discuss this area openly. Since 2015, Information Services has held an annual staff festival across two days, offering staff a series of activities and training to promote wellbeing; this has now been extended to include Corporate Services since the merger of the two areas.

The Department is committed to establishing a culture of environmental good practice and is working towards the bronze award for Green Impact initiatives (https://www.york.ac.uk/about/sustainability/get-involved/greenimpact/).
THE UNIVERSITY

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2020 it is the home of more than 18,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world's leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and one of just six post-war universities to have appeared in the world top 100. We were rated 22nd in the 2019 Times & Sunday Times league table. The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding multiple awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we’ve worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.

For further information please visit our employee benefit pages.
THE CITY AND THE REGION

The City of York

Internationally acclaimed for its rich heritage and historic architecture, York's bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford's Tower and the Shambles - just a few of the many attractions.

But York isn't just a great place to visit - it's also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit www.visityork.org for more information on the city of York

Shopping, culture and entertainment

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location

York is one of Britain's best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King’s Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 8323
- Complete the online application form
- Specify the Operations Manager role you are interested in Professional Support, Faculty or both

You will need to submit your completed application by midnight (local UK time) on 9 February 2020.

What will I need?

You will need to upload:

- your CV
- a letter describing your motivation for application and how you meet the requirements of the job

You will also need details of 2 referees.

Help and assistance

Direct any informal queries to Paul Ellison (Recruitment Adviser) paul.ellison@york.ac.uk

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk
+44 (0)1904 324835