Deputy Head of Professional Services Operations

Department: Executive Operations
Hours of work: Full time/37 hours a week
Contract type: Open
Salary: £53,353 - £61,823 a year
Introduction

The Deputy Head of Professional Services Operations is a vital leadership role acting across departments, directorates, faculties and the whole university to ensure that academic colleagues receive the best possible Professional Support Services (PSS) in order to support the academic endeavour.

Main purpose of the role

This role sits within the Executive Operations department of PSS and reports directly to the Head of Professional Services Operations. The department provides support services to the Vice Chancellor, Deputy Vice Chancellor, Pro Vice Chancellors, Chief Operating Officer, Dean of the Graduate School, University Executive Board and University Council and Senate.

The role holder will partner with Heads of PSS, Heads (and Deputy Heads) of Faculty Operations and Departmental/Directorate Management Teams to support the efficient and effective running of the University’s annual cycle of operations.

They will ensure that Departments/Directorates receive flexible, resilient and consistent professional support services through direct or indirect management of improvements to those services and through building strong collaborative relationships.

The role holder will also lead PSS or University wide projects as requested by the Head of PS Operations.

Key responsibilities

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

1. Role Specific Responsibilities

   - Support the management of the PSS budget and efficient running of the annual University cycle
   - Lead the delivery of planned continuous improvement activities aimed at enhancing the Executive Operations support for University senior leadership
   - Lead the delivery of reactive ad hoc activities related to PSS operational contingency situations
   - Lead the delivery of planned change project/workstream activities in support of the Strategic Change Programme
   - Identify opportunities to improve PSS and matrix-manage cross-PSS teams to implement change
   - Deputise for Head of Professional Services Operations as required

2. University of York Responsibilities for Grade 8

Service and Operational Delivery

   - Through effective leadership, establish a clear vision and set of goals for the service delivery team.
   - Ensure that appropriate management systems are in place to support the team and enable them to effectively deliver current and future service requirements.
   - Lead delivery of a substantive and/or complex range of services.
   - Engage with key stakeholders to influence opinion, delivery and reputation of services.
   - Monitor, evaluate and provide feedback on the performance of the operational area and take necessary action to improve the service, including identifying training needs for the team.
   - Horizon scan to identify opportunities to improve the efficiency of service operation.
   - Provide support and encouragement for members of the team through effective leadership; demonstrate compassion and give advice on commonly occurring wellbeing issues
Continuous Improvement

- Lead on the design, implementation and monitoring of policy and quality standards, procedures and systems ensuring effective working and continuous improvement.
- Engage in external networks or partnerships to identify and influence potential opportunities for service or operational delivery improvements.
- Apply leadership and expertise to identify, understand and resolve significant, longer term or complex problems.
- Lead continuous development of self and team to ensure ongoing and future breadth and strength of capability and knowledge, organising bespoke training or development opportunities for the team.

Specialist Contribution

- Act as a recognised practitioner within own specialist area or discipline, shaping activities, processes and systems.
- Design and deliver training sessions in relation to own subject area to the broader team and/or the University.
- Provide expertise to maintain and/or develop the systems and processes to support compliance with legislation, statutory duties and to facilitate the delivery of effective services.
- Provide expert professional subject knowledge and problem-solving skills, sharing knowledge with the team or wider University population as needed.
- Apply technical expertise/analysis to high-level problem resolution, provide technical judgement to guide decision making.
- Act as a specialist point of contact for dealing with complex data and information sources, providing interpretation and analysis.

Collaboration and Communication

- Lead internal meetings, working groups and sub-committees at an operational service level to influence governance, organisational policy and standards for the service.
- Develop long term relationships with senior stakeholders to ensure effective and valued outcomes.
- Develop and encourage mutually beneficial internal/external working relationships.
- Identify and develop opportunities for communities of practice and knowledge sharing.

Governance and Oversight

- Promote and develop a deep understanding of organisational policy and regulations.
- Manage quality and regulatory audit process.
- Provide advice to stakeholders regarding compliance and regulations where there is significant complexity and/or appropriate assessment of risk required.
- Horizon scan to understand emerging legislation and regulation and propose the University’s response to these changes.
- Accountable for ensuring procedures and policy meet all required legislative or regulatory standards.
- Ensure a safe and secure work environment; take responsibility for health and safety considerations through the completion and implementation of risk assessments.

Planning and Organisation

- Responsible for the operational and strategic planning for their area that is likely to involve coordination and integration with broader directorate planning.
• Significant input to long term strategic planning.
• Lead project scoping, initiation, planning and implementation for large scale/University wide initiatives.
## Person specification

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<tr>
<th>Essential / Desirable</th>
<th>Role Specific</th>
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<tbody>
<tr>
<td></td>
<td>Initiating and leading cross-Professional Support Services change</td>
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<td>Influencing the decision-making of senior leaders</td>
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<td>Translating and implementing strategy into operational practice</td>
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<td>Experience of managing services in multiple Professional Support Services departments</td>
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### University of York Person Specification for Grade 8

#### Qualifications:

Level 6 qualification. (Qualifications at this level include a degree. Please [view the full list](#). We also welcome applicants with equivalent non-UK qualifications or equivalent professional experience.

#### Skills - demonstrates the ability to:

- Lead people - providing vision, motivation, inspiration and direction | Essential
- Lead large-scale projects | Essential
- Use digital technologies including Google applications and/or Microsoft Office | Essential
- Communicate to engage and influence others | Essential

#### Behaviours:

- Works collaboratively with others | Essential
- Delivers a quality service | Essential
- Develops self and others | Essential
- Actively champions respect, inclusivity, equality and diversity | Essential
- Identifies and implements continuous improvement | Essential