



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Faculty Operations Manager,
Faculty of Arts, Humanities and Cultures



Salary: Grade 8 (£51,753 - £65,509)

Fixed-Term for 12 months where cover is required for a member of staff on leave/absence.

Faculty Operations Manager, Faculty of Arts, Humanities and Cultures

Overview of the role

Are you a leader with dynamic and exciting ideas that drive operational excellence? Do you have excellent influencing and people management skills with the ability to lead and manage change? Do you want to be part of a dynamic professional service that partners with different teams, working towards unified processes?

An exciting opportunity has arisen to work closely with the Director of Operations in the Faculty of Arts Humanities and Cultures (FAHC), to lead professional services provision across the Faculty. As Faculty Operations Manager, you will work closely with the Director of Operations, and other senior role holders with a focus on ensuring operational effectiveness and sustainability across Faculty Professional Services, through planning and innovation, as informed by the Faculty Strategy, and the University Strategy and KPIs. You will be part of the Faculty Operations Team, as well as a wider Operations Team in the University, seeking to continually improve and develop approaches to business support across this large and diverse organisation. You will be joining a warm, welcoming team of like-minded colleagues who are committed to learning, developing and growing as a service.

The Faculty Operations Manager will have responsibility for a broad and varied portfolio, encompassing business operations and research support, as well as leading, managing and developing operational projects and initiatives that drive operational excellence. The role will be critical in leading and managing upcoming change across Faculty Professional Services. This opportunity would suit someone with a proactive approach to leadership who enjoys working closely with and across a variety of teams to break down barriers and to bring about positive change. You will need excellent communication and influencing skills and have a track record of leading with impact.

You will have proven experience of leadership, influencing and people management skills with evidence of effectively leading, influencing and managing change and motivating and developing others across several diverse teams. You will use data to inform strategic planning and decision-making, have excellent management experience, have exceptional inter-personal and leadership skills and the ability to effect and manage change in a dynamic and efficient way.



What does the role entail?

As Faculty Operations Manager, your main duties will include:

- Providing high-level, strategically-driven operational support to the Director of Operations in the overall management of Faculty Professional Services, with responsibility to ensure an effective operating model is in place to deliver the Faculty and wider University strategies. This includes overall responsibility for areas of Operations including, but not limited to:
 - Leadership of Faculty business operations
 - Operational leadership of the Workload Allocation Model for the Faculty
 - Operational leadership for Student Number Planning
 - Implementation of institutional change programmes across the Faculty
- Active leadership and involvement in key groups at faculty and university level, including chairing of committees and groups as required, setting service priorities in order to support informed decision-making with operational insight.
- Leading Business Operations to support delivery of research and education, ensuring consideration of faculty and university-wide approaches to resource planning and management, priority setting and workforce planning.
- Responsibility for line management, review and development of a range of professional service colleagues, including School Managers, Research Managers, Executive Assistants and others as required, ensuring operations align with the wider objectives of the service.
- Providing strategic leadership for faculty and university operational projects such as CPS implementation, Professional Service redesign, academic workload planning and joint process mapping.
 - Leading the Faculty's implementation of the University's continuous improvement framework, working with university colleagues to move towards process consistency.
 - Responsibility for ensuring a culture of dynamic and meaningful partnership, working across operational functions, academic communities and professional services, leading on projects to achieve operational efficiency as required
 - Deputising for the Director of Operations as required

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.

What will you bring to the role?

As Faculty Operations Manager, you will have:

- Demonstrable experience working in a senior operations and/or senior managerial role in a large and complex organisation, with evidence of the ability to develop and deliver strategic and operational plans.
- Experience of using dynamic leadership to lead and influence change, breaking down barriers and motivating and developing others across several diverse teams.
- An ability to work independently and autonomously with minimal direction.
- Experience of leading, managing and influencing individuals, teams and services, and leaders, including of those not within your direct leadership via matrix management approaches.
- Highly developed communication and interpersonal skills to effectively manage both internal and external partnerships that deliver results.
- Experience of leading people through change (including cultural change) and developing a culture of continuous improvement, partnership and collaboration, and resilience
- Proven ability to build and maintain strong working relationships with all colleagues across the University, and to work collaboratively as part of a team.
- Strong and effective organisational skills, demonstrating flexibility in approach to establish and manage both your own priorities and those of the staff you have responsibility for.
- Experience of successfully leading and implementing programmes of change across diverse teams, managing cultural change.

How to apply

You can apply for this role online; more guidance can be found on our [How to Apply](#) information page. Applications should be submitted by **23.59** (UK time) on the advertised closing date.

Contact information

To explore the post further or for any queries you may have, please contact:

John Balfour, Director of Operations

Email: J.P.Balfour@leeds.ac.uk

Additional information

Our University

As an international research-intensive university, we welcome students and staff from all walks of life (and from across the world). We foster an inclusive environment where all can flourish and prosper, and we are proud of our strong commitment to student education. Within the Faculty of Arts, Humanities and Cultures we are dedicated to diversifying our community and we welcome the unique contributions that individuals can bring, and particularly encourage applications from, but not limited to Black, Asian, people who belong to a minority ethnic community; people who identify as LGBT+; and disabled people. Candidates will always be selected based on merit and ability.

Working at Leeds

We are a campus based community and regular interaction with campus is an expectation of all roles in line with academic and service needs and the requirements of the role. We are also open to discussing flexible working arrangements. Find out more about the benefits of working at the University and what it is like to live and work in the Leeds area on our [Working at Leeds](#) information page.

Find out more about the [Faculty of Arts, Humanities and Cultures | University of Leeds](#)

Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our [Accessibility](#) information page or by getting in touch with us at disclosure@leeds.ac.uk.



Criminal record information

Rehabilitation of Offenders Act 1974

A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending. Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.

