

Job Description

Post/Job Title:	Faculty Operations Manager
Ref:	
Location:	Talbot & Lansdowne Campuses
Faculty / Professional Service:	Faculty Operating Service
Group / Section:	Operations Support Team
Normal hours per week:	0.5FTE (Some flexibility will be required in order to ensure that key time scales and deadlines are met).
Grade:	Grade 7
Accountable to:	Faculty Head of Operations

Job Purpose

The Faculty Operating Service (FOS) plays a pivotal role in fostering collaboration across the University, maintaining compliance and governance, and delivering an exceptional student experience through continuous service improvements, efficient processes, and effective communication. As a key member of the Operations Support Team you will support and enhance the academic environment by providing operational expertise, guidance, and services to staff, students, and PGRs, ensuring alignment with BU's strategic objectives.

The Faculty Operations Managers are responsible for the management and delivery of key operational functions within Faculties, including human resources, finances, facilities and equipment, and will be pivotal in managing and communicating the impact of organisational change on key operational processes. Reporting to and supporting the Faculty Head of Operation/s, Operations Managers will line manage operational staff within the Service.

Main Responsibilities

1. To support the Head/s of Operations in developing the Faculty Operating Service towards the delivery of strategic objectives, with a focus on professionally robust operating services underpinned by a culture of flexibility, continual improvement and service excellence. In so doing, meet the needs of students, academics, and other stakeholders as appropriate.
2. To work with the Faculty Operations Managers to manage the Faculty Operating Service, driving continuous process improvement, sharing best practice, seeking efficiencies and the sharing of resources.
3. To line manage and develop colleagues within the Faculty Operating Service, undertaking appraisals, and supporting appropriate staff development.
4. To manage staff vacancies within an allocated Faculty and the application of associated HR and Finance processes. To support Heads of School and other hiring managers in the completion of business cases in relation to the staff establishment, with vacancy management and advising on suitable contract types to support the on-going and future needs of the business.

5. Ensure timely and accurate reporting for senior management, academics and the wider University. This will include the completion of information for both internal and external audits, returns and visits as well as Faculty-specific requirements in conjunction with the Faculty Operations Officer/s.
6. To support the Faculty Head/s of Operations in developing effective systems for workload planning and improved timetabling and to work with the Heads of School to maintain oversight of workload and resource planning.
7. To work with Legal and Procurement colleagues as well as other Faculty managers and academics in the establishment and authorisation of contractual arrangements, in accordance with BU financial authorisation limits. Arrangements may include service and maintenance contracts, other supplier contracts and on-going regulatory licensing compliance.
8. To authorise expenditure across Faculty budgets as appropriate and in accordance with BU financial regulations, to include the approval of corporate credit card spend (where applicable).
9. To be responsible for monitoring and controlling pay and non-pay contract expenditure to include part-time hourly paid teaching, casual contracts and other forms of engagement within Faculties. This will include ensuring the relevant contractual process has been undertaken and compliance with HMRC regulations for off-payroll contracts and UKVI compliance for employment contracts.
10. To work closely with the Business Accountant/s to monitor, control and report on non-pay and capital budgets, approving budget expenditure as appropriate and reporting directly to the Head/s of Operations any areas of risk or concern.
11. In conjunction with the Faculty Head/s of Operations, to engage in discussions to identify and utilise areas of the estate to enhance community collaboration and diversification of income, making recommendations and taking decisions as appropriate.
12. To be responsible for ensuring processes are in place to facilitate effective and accurate financial administration in respect of tendering, order processing, payments, travel booking and related transactions. Ensuring Faculties are compliant with BU financial and procurement regulations.
13. In conjunction with the Faculty Head/s of Operations and Project Management Office, to operationalise the implementation of BU wide initiatives, organisational change, projects relating to BU2035 and income generating opportunities as appropriate.
14. To identify and escalate any key issues affecting the critical operational processes of the Faculty Operating Service, to ensure smooth day-to-day operations during any periods of transition, balancing continuity with innovation.
15. To work with the Faculty Head/s of Operations and Professional Services colleagues in the operationalisation of BU wide activity to ensure compliance and consistency in the application of procedures and policies and to ensure robust project monitoring and forecasting.
16. To liaise with appropriate Professional Service colleagues and to follow BU regulations in the facilitation of tender processes for capital purchases.
17. To lead on health and safety management within the Faculties ensuring all health and safety documentation is up to date, liaising with central H&S colleagues to address any issues and required audit actions and overseeing Faculty compliance for mandatory training and working with faculty managers and demonstrators to identify additional training requirements.

General

1. To represent the Head of Operations in University wide and external meetings as required and where deemed appropriate.

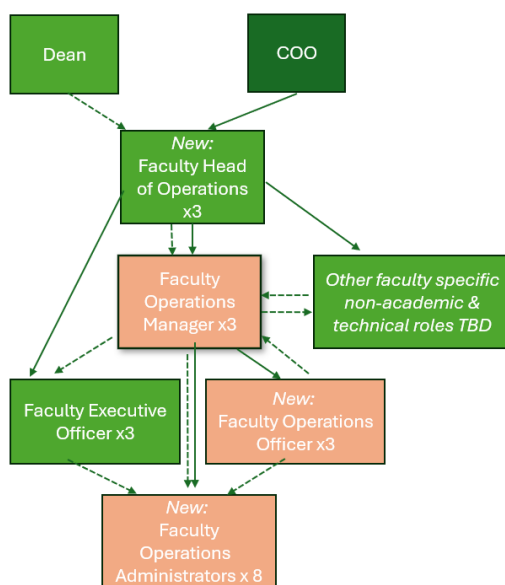
2. To represent the faculties at a cross-BU level, attending relevant meetings, committees and participating in project development.
3. To develop and maintain a digital filing and document management system for faculty use and an outward facing communications platform for the Faculty Operating Service.

Contacts

Internal and External:

Heads of School Dean & Heads of Operations, Faculty Executive, Senior Academics & Budget/Project Managers, Academics & operational staff at all levels across Faculties.; Project Management Office
External stakeholders.

Org Chart



Challenges

Delivering excellent service with finite resources
Ongoing process and service excellence reviews
Supporting a diverse and vibrant academic community

Information Governance Responsibilities

Data User

- i. Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

Safeguarding and Regulated Activity

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an [offence to apply for](#) and perform the role, if a person is barred from engaging in regulated activity. Further information is available in BU's [Safeguarding Policy](#) and Suitability Statement on the Recruitment and Employment of Ex-offenders.

Additional Information

NB:

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must at all times carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

May 2025



Person Specification

Position / Job Title: Faculty Operations Manager	Position No:
Faculty / Service:	Date: May 2025
SELECTION CRITERIA	Essential / Desirable
Knowledge (including experience & qualifications)	
Higher education or other equivalent qualification in Finance, HR, Business or Management, (Work experience will be applicable and can substitute for qualifications)	E
Well-developed leadership / change management background	E
Experienced manager with an understanding and experience of HR issues	E
Proficient in the use of Microsoft 365 products, including Word, Excel, Outlook, PowerPoint, OneNote, OneDrive and SharePoint	E
Demonstrable experience of using financial IT systems to create management information reports, and to manage and monitor income and expenditure	E

Experienced budget manager	E
Proven ability to review and refine complex process	E
Understanding of health & safety processes & systems	E
Strong customer service background	D
Knowledge of the Higher or Further Education environment; experience of working in a public sector organisation	D
Skills	
Proven leadership skills	E
Excellent interpersonal skills with demonstrable ability to work co-operatively and effectively with staff at all levels and other BU stakeholders	E
Ability to contribute effectively to the strategic planning and staff / resource management processes within the Faculty	E
Ability to build relationships and clearly communicate whilst understanding the requirements of different stakeholders	E
A high level of ability to work with and understand complex software packages and systems and underlying processes	E
Ability to liaise with external and internal stakeholders in order to resolve issues and support the development of business or partnership opportunities	E
Leading and managing change in an environment of service excellence	E
Proven ability to deliver effective solutions against strategic objectives	E
Attributes	
A demonstrable commitment to service excellence, continuous professional development, and the desire to understand the work of a complex organisation	E
Ability to develop and maintain professional relationships of trust and support with staff and students	E
Ability to work on own initiative, under pressure and to deadlines when required	E
Ability to review, recommend and implement changes to processes and systems	E
Willingness to undertake staff development as required	E
Flexible approach to working	E