

# snoHead of Operations & Special Projects

## Job Description

<b>Location</b>	Oxford Based (Hybrid location)
<b>Salary</b>	£55,000-£65,000
<b>Hours</b>	37.5 per week (flexible working considered)
<b>Contract type</b>	Permanent
<b>Reporting to</b>	Chief Executive Officer

### Introduction

UCISA was founded in 1992 and is a registered charity. We are a not-for-profit member led organisation for digital practitioners within education. Via knowledge exchange and sharing, we support continuous improvement of expertise among the UK university and college community underpinning teaching, learning and research transformation through better use of digital technology and information systems.

We are a high performing team with shared values and a lot of individual expertise. As a small organisation we empower staff to take ownership of their activities and make a positive difference for our community.

### Overview of the role

The Head of Operations & Special Projects (HOSP) is a new, varied and interesting senior level role located within our Management Team.

This role presents an opportunity to see projects through from conception to completion and to play a part in shaping how we work and what we do. You will have responsibility for day-to-day operation of UCISA, including technical Infrastructure and systems used to deliver UCISA's services to our members. You will deputise on key operational matters for the Chief Executive and represent and advocate for UCISA alongside other management colleagues.

You will be reporting directly to and working closely with UCISA's CEO and have opportunities to develop your own skills in running an organisation in an innovative and agile way. Ultimately, you'll ensure our operations run smoothly and that people are productive.

### Principal responsibilities

#### Business and Continuity Planning

- Working closely with the CEO, create and implement operational plans aligned to and achievement of UCISA's five year strategic plan
- Deputise for the CEO during periods of annual leave and other absences alongside colleagues
- Lead on the development, implementation and compliance monitoring of business continuity plans

- Monitor and report on business continuity plan delivery, including co-ordinating updates from management colleagues
- Create policy, briefing and guidance documents for senior stakeholders
- Collect, maintain and analyse relevant data and management information to inform the CEO of the impact of internal issues on our operational strategy
- Work closely with the Business Intelligence Analyst on our Business Systems review;
- Lead on monitoring and managing compliance with UK legislation (e.g. Data Protection, Health and Safety)
- Active membership of UCISA's Leadership Council
- Establish and maintain effective relationships with UCISA internal and external communities, stakeholders and partners
- Manage contracts and relations with customers, vendors, professional advisors and third party suppliers
- Liaise closely with key systems and infrastructure users
- Oversea technical infrastructure, including systems and website security and maintenance in liaison with external suppliers
- Oversea internal UCISA infrastructure, including connectivity and logistics to support our hybrid working model, liaising/working with our managed service provider
- Manage UCISA's resources to best support our strategic goals and in line with policies and procedures
- Approver for expenditure and budget management of annual budget with management colleagues
- Liaise with the Head of Finance on budgetary matters

### **People Management**

- Support the CEO and liaise with external HR contractors to develop, review and implement people management and organisational development plans in liaison with UCISA's external HR contractor and Professional Development Project Manager
- Liaise closely with management colleagues on people management and organisational development matters such as internal team development, communications and relationship building
- Manage and coordinate UCISA's HR policies and procedures, including the recruitment and selection of staff, induction, appraisal and promotion in line with policies and procedures and in liaison with UCISA's external HR contractor
- Liaise with the Head of Finance regarding HR data retention, use and compliance via UCISA's HR reporting system, for which the HOF has lead responsibility
- Line-manage UCISA team members as required
- Identify and support, in conjunction with other managers, training and development requirements across UCISA
- Oversight of Health and Safety, liaising closely with the ESO
- Promote a strong customer service culture across UCISA's operational structure
- Ensure that all comply with organisational policies and procedures, including health and safety

### **Special Projects**

- Lead on development and oversight of special ad-hoc projects
- Lead on specific designated key stakeholder representation

- Review and develop internal and external communications (including signing off copy)
- Deputise for the CEO and Head of Representation on delegated areas/projects

### Corporate Duties

- Take advantage of appropriate training opportunities as these arise, in order to keep up to date with relevant skills and developments
- Participate in a regular Staff Development Review
- Ensure the implementation and compliance of UCISA's Health and Safety Policy and supporting procedures in their day-to-day operations
- Take reasonable care for the health and safety of themselves and of other persons who could be affected by their acts or omissions
- The post holder may be required to carry out other reasonable duties to meet the needs of the business from time to time

## Personal Specification

Essential	Desirable
Experience of operations, project or line-management in a fast paced and agile business	Experience of managing services in HE sector or member led organisations
Experience in a similar or related position(s) or substantial relevant experience in another sector, demonstrating development through involvement in a series of progressively demanding work roles	Experience of full cycle people management processes
Experience of working with and influencing senior stakeholders (including C Suite)	
Experience of analysing, explaining and disseminating information efficiently and effectively	
Experience of managing complex projects, including breadth and detail	
Strong staff management skills, with a proven record of motivating staff, active listening and developing structures that empower other and guarantee operational delivery	
Degree or equivalent qualification	Prince or equivalent project management qualification
Good awareness of HE sector challenges and economic and political context/environment	Excellent understanding of digital technologies
Proven capability to build and sustain effective working relationships and networks in a complex and diverse organisation	
Ability to perform effectively under pressure with excellent personal organisation and time management	

Analytical and able to resolve problems with proven people skills	
Able to travel to, attend and support UCISA UK events and conferences as part of the whole team approach to our member events	
Self-motivated and confident with the ability to persevere in order to achieve objectives	
Highly articulate, with the ability to be decisive and assertive when necessary	
Tactful, diplomatic and able to influence and engage with people at all levels of seniority	
Able to take a creative approach to problem solving	
Ability to produce clear and concise written material and financial management information using appropriate IT packages, such as Excel and Microsoft Office applications	