

Job Description

Job Title:	Director of Operations
Reporting to:	Principal
Line managing:	Site Manager, Professional Services team (Student Recruitment and Communications Manager and Office staff), IT Manager
Key Relationships:	Senior Management Team, Head of Access to Learning, the Chair and Trustees of the City & Guilds of London Art School, Chair and Trustees of the City and Guilds Art School Property Trust
FTE:	F/T
Salary:	£ 65,000 - £68,000

Main purpose of role:

The Director of Operations is an important, senior role at the Art School, responsible for supporting the Principal in the delivery of the Strategic Vision and to monitor the progress of its objectives. They are responsible for the efficient and effective management of internal resources and stakeholders, and will act as the deputy to the Principal in all matters excluding academic. They will also contribute to the oversight of recruitment of students and staff.

The Director of Operations provides vision and professional leadership of registry, professional services, IT, admissions, as well as the management of compliance, HR, and the Art School's technical tutors. They have some oversight of marketing insofar as it relates to recruitment. The Director of Operations is the key liaison with the Property Trust, which is the official landlord for the Art School and the governing body that oversees the main buildings at our site in Kennington. They are the lead person, responsible for the OfS return and so it is anticipated that the successful candidate would have a level of quality assurance experience and familiarity with policy oversight.

The Art School is an independent educational charity with approximately 300 students and 100 members of staff. The Art School is entering a new strategic planning cycle that will see us growing our profile and portfolio; expanding our international links and external partnerships; and, deepening our civic impact on our neighbourhood in Kennington and further afield.

MAIN DUTIES AND RESPONSIBILITIES

The main duties and responsibilities of the post are:

Leadership and Strategy

- Supporting the Principal in the delivery of the Strategic Vision for the Art School
- Working closely with the Head of Finance to allocate resources in line with the Art School improvement plan
- Oversee the management of and communication with, internal stakeholders of the School

Compliance and Governance

- Ensure that the systems and processes employed by the Art School comply with legal; audit and regulatory requirements;
- Oversee Risk Management, including Health & Safety compliance;
- Champion and oversee EDI across the Art School;
- Monitor the Art School's performance against strategic objectives;
- Attend meetings of the Board of Trustees and relevant Committees, providing effective and timely reporting, proactive advice and support;
- Have overall responsibility for operational strategy including and policy management;
- To be the Art School 'point of contact' to the Property Trust;
- Manage legal and related matters as and when they arise.

Registry

- Oversee the team that handles student registry, academic administration and affairs; compliance and all non-academic matters of student experience;
- Ensure the accurate and timely submission of statutory and regulatory returns (e.g. to the Office for Students, Higher Education Statistics Agency, Office of the Independent Adjudicator for HE, Student Loans Company, UKVI etc);
- Act as the primary liaison for the Art School's validating partners (Arts University Bournemouth, University of the Arts London Awarding Body);
- Act as Secretary to the Academic Board and oversee the arrangements for Art School Examination Boards.

Operations

- Implementation of HR processes and systems, seeking external advice as appropriate;
- Recruitment and line management of operational staff;
- Lead the process for the Art School's annual staff appraisal scheme (Individual Performance Review), recommending associated staff development and training activities as agreed with the Principal;
- Day-to-day oversight of the professional teams managing the Estate, Technical Resources and IT infrastructure, and lead strategic planning relevant to these areas;
- Chair the Art School's Site and Environment Committee;
- Manage the relationship with the Property Trust on a day-to-day basis.

External Profile and Recruitment

- Supporting the Principal to ensure successful student recruitment, working collaboratively with other academics;
- Development of the Art School's activities (including commercial activities), short courses and profile;
- Oversee the Health & Safety and other logistical aspects of public events such as Degree Show.

Additional Duties and Responsibilities

- Deputise where appropriate for the Principal;
- Lead and undertake Health and Safety duties and responsibilities appropriate to the role;
- Undertake other duties of a reasonable nature, as may be determined by the post holder's line manager from time to time, in consultation with the post holder.

It is the duty of the post holder not to act in a prejudicial or discriminatory manner towards members of staff, students, visitors or members of the public. The post holder should also counteract such practice or behaviour in others by challenging and reporting it.

This is a description of the job as it is presently constituted. It is the Art School's practice to periodically review job descriptions to ensure that they accurately reflect the job that is required to be performed, or to incorporate proposed reasonable changes following negotiation with the postholder.

Person Specification: Director of Operations

ATTRIBUTES & EXPERIENCE	ESSENTIAL	DESIRABLE
1. Relevant Experience	Significant experience of leading strategic planning in a complex context A track record of diverse and successful operations management Proven experience of successful management of staff teams Experience of developing and implementing effective systems Experience of working at a senior level in a Higher Education context Experience of working in small organisations (SMEs)	Proven experience of leadership in a Higher Education context Experience of supporting a Board in providing strategic oversight to an organization Experience of presenting complex information to multiple stakeholder groups
2. Education and Training	Relevant Undergraduate Degree Professional training relevant to the role	Relevant postgraduate degree Professional qualifications relevant to the role
3. General & Specialised Knowledge	High level knowledge of budget management systems High level of IT literacy Working knowledge of change management	Working knowledge of the importance of Health and Safety as it applies to Art, Conservation and Design education

4. Skills, abilities and attributes	Excellent verbal and written communication skills A team player, engendering a culture of openness and sharing, with a particular emphasis on working in partnership; A mindset that balances our mission and civic commitments with a drive for income generation and commercial thinking; Relationship development skills, with internal stakeholders An interest in HE and the arts sector; A 'can do' attitude, with the ability to think flexibly; A clear and independent thinker, logical, analytical and structured in the approach to business/finance An understanding of the pragmatic agility required to lead and inspire within a small organisation	Ability to find ways, within highly structured systems, to deliver new and innovative projects and ideas; Ability to relate to and build partnerships with multiple stakeholder groups; Ability to win support through logic, analysis, persuasion and influence. Team building and motivational skills
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