

JOB DESCRIPTION

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| Job Title: | Head of Faculty Operations |
| Ref no: | ESE15 |
| Campus: | Hendon |
| Service: | Education and Student Experience |
| Grade: | Grade 9 |
| Starting Salary: | £60,972 per annum inclusive of Outer London Weighting rising to £70,215 incrementally each year |
| Hours: | 35.5 hours per week, actual daily hours by arrangement |
| Period: | Permanent |
| Reporting to: | Director of Student Administration |
| Reporting to Job Holder: | Professional Services leadership of Faculty Operations Managers (who have daily supervision by Deans of Faculty) and the Faculty based Placement Team |

Overall Purpose

The Head of Faculty Operations postholder will lead the Faculty Operations provision across the University. They will be expected to provide strategic leadership, working across all faculties, and will all faculty leadership teams to develop a consistent and standardised high quality faculty operations and programme administration function. They will also need to work with Deans and Director of Student Administration to design in nuance at faculty and programme level as needed, for example in relation to the implementation of workload allocation models.

The Head of Faculty Operations will work across all faculties to build networks for service review and enhancement ensuring that functions meet and exceed target KPIs. They will ensure that key strategic measures in relation to the organisation and management of programmes improve for all programmes and faculties year on year.

The functional areas to be overseen include support for learning and teaching including programme administration, timetabling and staff workload allocation, research, marketing and recruitment, support for campuses and partnerships, and resources management. They will be expected to deputise for the Director of Student Administration and share responsibility in leading teams across the directorate to provide direction for seamless support for our faculties. Key activities include:

- Lead work across all faculties to develop consistent and standardised approaches to faculty operations and programme administration, understanding and designing for local nuance where necessary and appropriate
- Work with Faculty Leadership teams to ensure core business functions and systems meet need and provide consistent, robust and reliable insight into staffing resource and capacity, including workload allocation modelling

- Work with Faculty and Education and Student Experience Leadership to feed insights into process and policy review through a cycle of business shaped by the post holder, Faculty Business Plans and Professional Service Operational Plans
- Work with Deans to develop faculty business plans ensuring data requirements (including staffing, workload, student numbers, projections, income and expenditure) are planned for and requested from the Strategic Planning service area, and support requirements of the wider the University Executive Team to develop their own operational plans
- Work as part of the Leadership team for Education and Student Experience to ensure policies and practice are student centered and promote access, engagement and success
- Develop relationships with senior university staff and external agencies, collaborating to streamline process and remove complexity for faculties and students Ensuring preparedness for the academic year and timely reporting
- Focusing on continuous enhancement and innovation in service delivery

Main Duties

Leadership and Management:

- Lead and manage the Faculty Operations service across all faculties of the University to ensure the effective, efficient delivery
- To take professional services leadership of the Faculty Operations team ensuring that succession planning and workforce development is mapped and planned to ensure a robust service, and redeploying resource across faculty where needed to meet specific demands (for example through vacancy, staff absence or to respond to particular business enhancement agenda)
- To proactively support the Deans of Faculty in the process of business planning, working ahead of business cycles to ensure data accessibility and accuracy to meet the requirements of the Faculty Dean and support the wider University Executive team in developing their own operational plans
- To support Faculty Leadership across the entire spectrum on Faculty staffing, including hiring, professional development, performance evaluation and retention strategies
- To work collaboratively with the Head of Student Journey Administration and Timetabling to ensure Faculty can maximise resource utilisation including classrooms, labs and teaching time, and that accurate space utilisation data can be used to inform ongoing faculty space need
- To work collaboratively with the Head of Student Journey Administration and Timetabling to ensure core administrative functions across the student cycle meet the needs of faculties and students including enrolment and onboarding, assessment and examination, attendance and engagement monitoring, graduation planning, and a high-quality teaching and assessment timetable
- To work closely with teams overseeing placements across the breadth of Middlesex University programmes, ensuring requirements of placement providers, students and programme teams are met
- Develop operational plans for faculty operations services, utilising relevant KPIs to ensure the directorate delivers an exceptional student and staff experience, with particular focus on areas for improvement in the National Student Survey, for example programme organisation and management
- Support the Director to manage the budget for student administration teams; plan and monitor expenditure, ensuring alignment with strategic goals

- Proactively identify data reporting requirements required by faculty operation teams and stakeholders to inform enhancement activity and provide timely and accurate reports and analyses to support decision-making

Operational Oversight:

- Work across professional services to ensure faculty plans are operationalised and included in service objectives and relevant operational plans
- Monitor service performance against agreed KPIs moving quickly to address issues identified
- Support organisational development to create a cross-skilled agile workforce
- Develop and implement policies and procedures to support student success and ensure high quality organisation and management of faculty resources and learning and teaching experiences
- To contribute to pan university events including induction, welcome, and graduation
- To undertake any other activity as appropriate and as requested by the Faculty Leadership teams and Education and Student Experience leadership

Policy and Procedure Development:

- Work with the Faculty Deans to implement standardised workforce policies, such as workload allocation modelling, ensuring that local flex and nuance is applied, review and monitored
- Provide expert advice and guidance on faculty operation matters

Collaboration and Communication:

- Work across faculties to build networks of staff working in faculty operations and alongside related faculty focused services, e.g., student appeals, complaints and conduct, Quality and Student Journey Administration to promote knowledge sharing, process enhancement and career progression
- Work closely with senior university staff, faculty, campuses and other stakeholders
- Lead planning to ensure faculty needs for each academic cycle are anticipated and planned for in relevant areas of professional services
- To contribute to pan university events including induction, welcome, and graduation
- Liaise with external agencies, such as the police and regulatory bodies, when necessary
- To contribute to pan university events including induction, welcome, and graduation

Continuous Improvement:

- Focus on continuous enhancement and innovation in service delivery
- Identify opportunities for process improvements and implement changes
- Identify opportunities for process improvements and implement changes to enhance the efficiency and effectiveness

PERSON SPECIFICATION

Job Title: Head of Faculty Operations

Your supporting statement on your application form will be assessed to see how you meet each of the following criteria.

SELECTION CRITERIA

Essential

Leadership and Management

- Significant experience in Faculty or programme operations and administration in a higher education setting
- Experience in strategic planning and operational management
- Proven ability to lead and manage teams effectively
- Proven ability to work collaboratively with various stakeholders, including faculty staff and external agencies
- Experience of service design and developing teams to meet stakeholder need

Knowledge and Skills

Communication:

- Excellent written and oral communication skills
- Ability to draft clear, concise reports and correspondence

Interpersonal Skills:

- Strong interpersonal skills, with the ability to build relationships and handle sensitive situations with tact and professionalism

Analytical Skills:

- Ability to analyse complex issues, identify trends, and make informed decisions.

Problem-Solving:

- Strong problem-solving skills, with the ability to handle difficult cases and find effective resolutions

Regulatory Knowledge:

- Understanding of relevant legislation, regulations, and best practices in student administration.

Essential Personal Attributes:

- *Integrity:* High level of integrity and commitment to upholding academic standards and fairness.
- *Empathy:* Ability to understand and empathise with students' perspectives and concerns.
- *Resilience:* Ability to remain calm and composed under pressure, and to handle challenging situations effectively.

- *Attention to Detail:* Meticulous attention to detail, particularly in case documentation and reporting.
- *Training and Development:* Commitment to ongoing professional development and staying updated on best practices and legal developments in student administration.
- *Flexibility:* Willingness to adapt to changing circumstances and to take on additional responsibilities as needed.
- *Equality, diversity and inclusion:* Understanding of and commitment to equality, diversity, and inclusion.
- *Continuous improvement:* Willingness to undertake professional development and training as required.

MU Services Limited

Middlesex University has established a wholly owned subsidiary, MU Services Limited, to provide professional services to the University. Staff of MU Services Limited will work alongside Middlesex University staff and will be employed by MU Services Limited. All University policies and procedures and the University Professional Services Staff Handbook will apply to MU Services Limited staff during their employment, unless where expressly stated otherwise.

Annual Leave: 30 days per annum plus eight Bank Holidays and seven University days taken at Christmas (pro rata for part-time staff) which may need to be taken as time off in lieu.

Flexibility: Please note that given the need for flexibility in order to meet the changing requirements of the University, the duties and location of this post and the role of the post-holder may be changed after consultation. The balance of duties may vary over time and will be reviewed as part of the appraisal process.

Parking at Hendon campus: *There are currently Regular Parking Permits and Pre-Paid Parking options available to new joiners. Further details are available on the Travel and transport page on the staff intranet. Please note if the number of applications becomes oversubscribed these parking options could be withdrawn at any point.*

Information for Disabled Staff

Staff and visitors with their own current blue badge have access to free parking on campus. All blue badge holders should present a copy of their blue badge to the security office in the Quad. Holders will be given car park access up to the date of expiry of their blue badge.

Public Transport

Our Hendon Campus is well served by public transport with buses, London underground and British Rail services all within a short walk of the campus. You can get [detailed journey information from TfL](#) (www.tfl.gov.uk) and have a look at our [directions and location](#) to help plan your travel: <http://www.mdx.ac.uk/aboutus/Location/hendon/directions/index.aspx>

We offer an interest-free season ticket loan, interest-free motorbike loan, a cycle to work scheme and bicycle and motorbike parking and changing facilities.

We value diversity and strive to create a fairer, more equitable work environment for our staff and students.

We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff diversity networks, campus facilities and services to support staff from different backgrounds.

The postholder should actively follow Middlesex University policies and procedures and

maintain an awareness and observation of Fire and Health & Safety Regulations.

What Happens Next?

If you wish to apply for this post please return to the portal and click on Apply Online.

If you wish to discuss the job in further detail please contact Lia Lawson, Director of Student Administration, via email at l.x.lawson@mdx.ac.uk