

**JOB DESCRIPTION**

**Head of Faculty Operations**

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| **Job Title:** Head of Faculty Operations | **Present Grade:** 9P |
| **Department/College:** Faculty Office, Faculty of Health & Medicine |
| **Directly responsible to:** Executive Dean of the Faculty of Health & Medicine and Deputy Chief Executive (Operations) |
| **Supervisory responsibility for:** Faculty Professional Services (PS) Teams, Departmental Officers (jointly with the Head of Department) |
| **Other contacts**  |
| **Internal:**Deputy Dean, Associate Deans, Heads of Departments, Academic Faculty Staff, Faculty Professional Service teams, Departmental Professional Service Teams, Faculty Partners (e.g. Finance, Human Resource, Planning), Directors of Divisions, Professional Services Leadership Team, University Executive Board, Lancaster University Students’ Union, Students. |
| **External:**  Faculty clients and partners, External Bodies including accrediting and professional bodies. |
| **Job Purpose****To provide strategic leadership for Professional Services operations, systems, staffing, resources and processes across the faculty and its departments in support of the faculty and university’s strategy and KPIs. On behalf of the Executive Dean, in consultation and close collaboration with Heads of Departments, Associate Deans, and the Deputy Chief Executive (Operations), to ensure effective organisation and deployment of Professional Services resources across the Faculty and its departments. To be responsible for the effective and efficient management, performance and delivery of operational services across the faculty. As a member of the Faculty Leadership Team, to play a leading role and work with other senior leaders in the faculty to develop, contribute to and deliver the Faculty Strategy and operational plans. As a member of the University Professional Services Leadership Team, work collaboratively with Professional Services and academic colleagues to drive forward the University’s strategic objectives and manage, develop and deliver high quality services, for students and staff. To promote and be a role model for the University’s values and behaviours and ensuring awareness, commitment and progress in relation to the University’s Equality Objectives and KPIs.****Major Duties:****The Head of Faculty Operations will:**1. Provide vision and leadership for the faculty’s professional services operations. Provide the oversight and management of the faculty-based professional services, contributing to developing and embedding an end-to-end effective and efficient professional services delivery model across the university, including the creation and promotion of transparent service levels that enable and support the needs of staff and students.
2. Provide strategic and operational advice, insight and input to the Executive Dean and rest of the Faculty Leadership Team in relation to the faculty’s strategy, business and resourcing, monitoring progress against KPIs and lead on the co-ordination of the associated supporting operational plans, working alongside Professional Services colleagues in other faculties and divisions as appropriate.
3. Participate as a member of University Leadership Group and Professional Services Leadership Team in leadership initiatives and projects across the University, contributing to effective co-ordination, implementation and development of the University’s strategy and the aligned faculty objectives.
4. Play a lead role at a faculty level in delivering on a range of University-wide and local change activity in partnership with Professional Services divisional and faculty leads and partners (including in People & Organisational Effectiveness, Finance and Planning, Student Education & Academic Services) to ensure effective operational oversight of all matters relating to staff and students in the Faculty.
5. Engage proactively with Professional Services Divisional Directors and other staff to ensure that effective support services are provided to the faculty and its academic departments, avoiding duplication and conflicting working practices.
6. Oversee the faculty governance structure, particularly committees, to ensure this supports effective and efficient decision-making, reporting and monitoring of key areas of faculty and university policy and compliance. Act as the lead point of contact on compliance issues, in areas such as risk management, business continuity, health and safety, policy development and implementation, ensuring effective operations.

 1. Provide professional advice, support and constructive challenge to Heads of Department and academic leads to enable them to achieve and deliver relevant aspects of their strategic and operational agendas.
2. As a member of the Executive Dean’s leadership team, provide leadership, motivation, direction and oversight of professional developmental needs to Professional Services staff (departmental and faculty) to develop a culture of excellence, accountability, customer service and innovation.
3. Undertake other reasonable duties and projects commensurate with the grade as requested by the Executive Dean and/or Deputy Chief Executive (Operations).
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