

Senior Faculty Operations Manager

Department:	Faculty Directorate
Grade/ Salary:	Grade 8, £52,511 - £60,224 (pro-rata)
Contract Type:	Permanent
Hours:	35 per week (Full time)
Location:	New Cross, London

Goldsmiths

Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We're looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

As a college we are working to tackle inequality in all its forms and are working to promote equality on grounds of race, disability, age, sex, gender identity, sexual orientation, religion and belief, marriage and civil partnership, pregnancy and maternity, and caring responsibilities. We are keen to attract candidates from diverse backgrounds who share our commitment to creating an inclusive culture in which all students and staff can thrive.

Information for candidates with disabilities can be found on our [Disability & Individual needs](#) page. We are happy to supply information in alternative formats for disabled applicants. Please contact hr-recruitment@gold.ac.uk to make your request.



Faculty Directorate

Goldsmiths' two Faculties provide leadership support to our academic schools. The faculties are led by an Executive Dean who sits on Executive Board. The Director of Faculty Operations heads up the professional services teams within the Directorate.

The Faculties:

Creative Arts and Media

- School of Art
- School of Design
- School of Media, Communications and Cultural Studies
- School of Music, English and Theatre

Society and Innovation

- School of Computing
- School of Creative Management
- School of Global Change
- School of Mind, Body and Society

Job description

Reporting to: Director of Faculty Operations

Reports: Faculty Operations Manager

Summary:

Senior Faculty Operations Managers coordinate the work of the Faculty Operations team. The team work closely with Heads of School, other academic staff and Professional Services Directorate staff to manage and support areas of work relating to Planning, Finance, HR, and Estates.

You will also support Heads of School and other academic staff and work closely with colleagues in the Professional Services Directorates.

Main duties:

Faculty Responsibilities

- Work collaboratively with Senior Leaders across the Faculty in the organisation and allocation of non-pay and hourly pay resources
- To establish and maintain strong working relationships with the academic schools within the Faculty and Professional Service teams
- To be flexible and work collaboratively with the other Faculty Operations Managers across the Faculties

Operational Leadership

- Work with the Director of Faculty Operations on the development of processes and procedures
- Liaise with other Professional Services Directorates to contribute to new policy formation/policy amendment and agree good practice e.g, to agree mutually compatible internal service delivery standards
- Be an escalation point for issues relating to Faculty processes and procedures

Staffing and Line-Management

- Oversee the delivery of business operation services (Finance, HR and Estates)
- Lead the team of Faculty Operations Managers across both Faculties
- Undertake individual staff supervision and conduct PDRs in order to provide support and constructive feedback, facilitate professional development and identify performance goals
- Respond to Faculty Operations Manager queries and meet regularly as a group to share experience and set targets

Strategy and Planning

- Support the Director of Operations in achieving the Faculty's strategic and operational aims, including the strategic direction for the Faculty Operations Team, ensuring alignment with institutional priorities
- Contribute to, and provide support for, the Faculty's strategic planning and policy development
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Finance and HR

- Plan the allocation of Associate Lecturer and hourly pay resources
- Manage the preparation of CHCs and short-term contract requests (Associate Lecturer contracts)
- Monitor expenditure against school budgets
- Support the budget and forecasting processes
- Plan the allocation of Faculty non-pay budgets
- To assist with the processing of invoices and pay claims
- To prepare and track orders for the Faculty
- To set-up new suppliers, following policy and guidance from Procurement
- To be a point of contact for Finance for transactional queries
- Coordinate requests for changes and variations to contracts
- Coordinate academic staff recruitment and staff onboarding

Estates

- To be the point of contact for Health and Safety matters for one of the schools
- To prepare and maintain school risk assessments
- To support the allocation of school space (non-teaching)
- To be a liaison point for Estates for matters relating to school space

General

- You will be required to undertake any other duties as may reasonably be required
- Undertake all activities in accordance with Data Protection and Cyber Security regulations and policies
- Ensure that you are aware of and aligned with Goldsmiths' Regulations, Strategy, and Objectives to work together to proactively advance Equality and Diversity
- At all times to help maintain a safe working environment by participating in training as necessary and following the Goldsmiths' Health and Safety Codes of Practice and Policy

Person Specification

Detailed below are the types of qualifications, experience, skills, and knowledge which are required of the post holder. Selection will be made upon evidence of best fit with these criteria.

The Essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application, you meet the essential criteria categorised below, you will not be invited to interview.

The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.

The Category column indicates the method of assessment:

A = Application form

I = Interview

T = Test

C = Certificate

R = Reference

P = Presentation

	Category
Essential Criteria 1 - Qualifications	
Educated to undergraduate level or equivalent professional experience	A, C
Essential Criteria 2 - Experience	
Professional services experience in an HE institution	A, I
Line management and coordination of a team	A, I
Supporting senior academic leaders	
Allocating and tracking budgets	A, I
Preparing and completing short-term staff (lecturer) contract requests in an HE context	A, I
Working with finance processes eg processing invoices, setting up suppliers	A, I
Desirable Criteria 2 - Experience	
Proven record of maintaining systems and processes	A, I
Essential Criteria 3 - Knowledge	
Advanced ability in Microsoft Office products	A, I

Desirable Criteria 3 - Knowledge	
Knowledge of Business World	A, I
Essential Criteria 4 - Skills	
Excellent attention to detail	A, I
Excellent organisational skills	A, I
Excellent people management skills	A, I
Ability to communicate effectively at all levels	A, I
Ability to multi-task and manage a heavy and varied workload	A, I
Ability to set priorities and work independently	A, I
Ability to work under pressure	A, I
Strong decision-making skills	A, I

Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked on or before the first day of appointment.

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Summary of Benefits

If you choose to work with us, you'll become part of a learning organisation that is committed to professional and personal development, with comprehensive and innovative staff development and wellbeing programmes.

You'll also have access to frequent lunchtime and evening talks, seminars and performances, and annual performance and development reviews.

Our other benefits include:

- Competitive salary
- Working in Zone 2, with fantastic transport links and interest free travel to work loans
- Excellent annual leave entitlement plus additional closure days at Christmas and Easter
- 3 days of volunteering leave per annum, plus parental and study leave allowance.
- Maternity, paternity, shared parental leave and adoption leave and pay
- Membership of USS or LPFA pension scheme, dependent upon grade
- Contractual sick pay provision
- Access to an Employee Assistance Programme, offering 24/7/365 confidential and free advice, support, and information service on a range of personal, family, or work-related matters.
- Free eye tests
- Cycle to work scheme
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site [dining facilities](#)
- Access to University of London facilities such as [Senate House Library](#)
- Membership of Staff Diversity Networks: (Dis)Ability, Goldsmiths Race Equality Group, LGBTQ+, Menopause, Parents and Carers, Women at Goldsmiths. (Staff are also encouraged to join networks as Allies should they wish to do so rather than as members)

Further information

For more information about Goldsmiths, please visit: www.gold.ac.uk/about

Thank you for your interest in working with us, we wish you all the best with your application.