



Division: Education & Academic Support

Post: Deputy Director of Faculty Operations (DDFO)

Grade: H

Reporting to: Director of Faculty Operations

Job Description

<p>Main purpose of job</p>	<p>The Deputy Director of Faculty Operations (DDFO) provides strategic leadership for Professional Services for a group of designated departments or an Academic School in support of the Faculty's strategic aims and is the nominated Deputy for the Director of Faculty Operations (DFO).</p> <p>The DDFO will also have responsibility for specific areas of Faculty strategic activity and support the DFO as a member of key Faculty committees, including the Faculty Executive Board (FEB) where appropriate and representing the Faculty on university Boards where required.</p> <p>The role involves the strategic and active management of resources, staff and infrastructure and the development of administrative and business functions. The DDFO will work with the relevant senior Academic leadership (PVC/DPVC or Dean) to influence and shape the alignment of resources and support to meet current and future needs in their areas of responsibility and will have a significant impact on the strategic direction of the Faculty.</p> <p>Jointly reporting to the DFO and the nominated senior academic leader the DDFO is responsible for leading diverse PS support and administrative teams to deliver the priorities of interdisciplinary research, education and external engagement. As the DDFO they will have additional responsibilities for delivering cross-Faculty activity as required by the PVC and DFO.</p>
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Reporting to	<p>Jointly reporting to:</p> <ul style="list-style-type: none"> • Nominated Senior Academic Leader (such as a DPVC(s) or Dean of a School) • Director of Faculty Operations
Responsible for (people)	<p>Appropriate School or Department Managers</p> <p>Relevant administrative support teams</p> <p>Joint responsibility with PS Divisions for embedded support staff within their areas</p> <p>Other management responsibilities as delegated by the DFO</p>
Main duties and accountabilities	
1.	<p>Share collective responsibility, to provide clear and effective leadership promoting a sense of collegiality, inclusion, sustainability and ambition, encouraging productivity and ensuring the development and delivery of strategic plans in line with Faculty ambitions.</p> <p>Taking a creative and problem-solving approach to institutional and Faculty opportunities, and to the implementation of strategy and operations, the DDFO will support, advocate and implement the strategies and decisions of the FEB in partnership with the academic leadership and with Professional Services teams.</p>
2.	<p>As a senior member of the Education and Academic Services (EAS) Division, support the Divisional Leadership in the achievement of the Division's objectives. Likely to have thematic leadership for an EAS-wide project/initiative in line with expectations for senior PS staff.</p>
3.	<p>Have an outward looking and global perspective, understanding the implications of change within the political, economic environment and Higher Education (HE) sector to support the strategic development of ambitions in the context of the Faculty strategy.</p>
4.	<p>Support the academic leadership and DFO by working collaboratively with the Faculty PS Partners to ensure the strategic and operational direction, coordination and mobilisation to deliver:</p> <ol style="list-style-type: none"> a) Research and innovation excellence b) Education excellence c) Student experience d) Enterprise and partnership e) Entrepreneurial initiative and income generation f) Regional reputation and engagement g) National and global reputation and engagement h) Excellent planning and financial planning i) Strategic planning j) Human Resource Management and Workforce planning <p>The DDFO will play a key role in ensuring effective partnership and collaborative working between academic and professional services staff in the Faculty and in the University more broadly.</p>
5.	<p>Line management responsibility for locally based / embedded staff (as agreed by the Director of Faculty Operations) and for the joint</p>

	line management for embedded PS support to ensure delivery of Faculty priorities.
6.	Develop excellent relationships with the Faculty PS Leadership Team and all the PS Partners to ensure consistent strategic and operational delivery. Represent the DFO on Faculty committees, steering groups and Boards contributing to Faculty-wide policy and working groups, may also represent the Faculty on University Boards.
7.	Embrace opportunities as a result of hybrid working, hybrid pedagogy, blended delivery to effect positive change for staff and students.
8.	Work with relevant Student Leaders and representatives to understand the student perspective to inform strategic objectives and operational delivery.
9.	Ensuring the effective operational management within their area of responsibility, acting as key point of contact and leadership for operations and activities for both internal and external stakeholders. Respond appropriately to changes in regulatory requirements where relevant.
10.	Work with the Faculty PS Team, to support the academic leadership and Executive Boards to ensure that: <ul style="list-style-type: none"> a) Communication is managed well b) Staff are supported and managed effectively c) Change is anticipated, initiated and managed with clarity, vision and commitment to staff wellbeing.
11.	Support academic leaders to create a thriving environment for staff where they feel empowered, where inclusion and diversity underpins all activity and where there are effective systems, processes and procedures to support and manage all staff.
12.	Support the senior leaders by having oversight of the health and safety and compliance issues including assurances around the management of regulatory requirements of specific and complex areas of activity, including accreditation and professional body specifications, technical facilities, export controls and legal requirement relating to the storage and use of restricted goods. May have delegated responsibility for management in any of these areas.
13.	Responsible for supporting the academic leaders with budget management, as part of the Faculty financial planning and forecasting. Working with the academic leaders to target resources to business need and opportunity. <p>Supporting the academic leaders and the DFO with activity in relation to the business planning process. Responsible for facilitating the development and delivery of research, KE, education and income generation plans ensuring the strategy and plans are communicated effectively to stakeholders.</p>

	Supporting the development and monitoring of business cases for investment funding, focusing on innovation and return on investment to support a sustainable model for the Faculty.
14.	Supporting the academic leaders, and the Heads of Department, with staffing plans, proactively planning resource requirements for both the short and long term, in collaboration with the DFO and HR Business Partner.
15.	Ensure ongoing accreditation and external validation as required by regulatory and statutory bodies to ensure the success.
16.	Lead to uphold the University's expectations for the sustainability agenda.
17.	Champion the University's values of discovery, respect, excellence, inclusion and community, ensuring they are visibly progressed and embedded.
18.	Model the University's expected leadership values and behaviours, represent the University (regionally, nationally and globally) as appropriate to enhance our external profile and generate benefits for the University as a whole.
Key liaisons	PVC DPVCs or Deans Director of Faculty Operations Director of Cornwall Operations and Cornwall-based PS teams Faculty Executive Board Faculty Professional Service Partners Divisional Leadership Teams Doctoral College and PGRs Student leaders EAS Teams based in Faculties EAS Student Hubs supporting education activity
Learning and development requirements and opportunities	To keep abreast of changes within the University and the Faculty and externally specifically with respect to their area of operations and academic subjects (research and education).
Ways of working	The Deputy Director of Faculty Operations will promote ways of working within the faculty's Professional Services that embody these characteristics: <ul style="list-style-type: none"> • Agility and flexibility: to respond effectively to rapidly changing demands and to be innovative and maximise opportunities • Fluidity: in terms of reporting relationships and sense of "belonging", so that colleagues feel empowered to work collaboratively and inclusively towards agreed objectives and without silos. • Connectedness: promote connections between the component parts of PS at every level to inhibit development of silos, and with the academic and student community to enable greater alignment with the University's core objectives • Efficiency: to eliminate unnecessary duplication of effort, streamline decision-making, release more time for activity that

	<p>adds value and which considers our commitment to sustainability</p> <ul style="list-style-type: none"> • Inclusivity: To value the contribution that all bring and to promote an approach that allows our staff and students to contribute fully and effectively
<p>Person specification (essential and desirable)</p>	<ul style="list-style-type: none"> • Experience of leading and managing a multi-disciplinary team within a large, complex organisation to deliver demonstrable results. • Awareness of the HE sector context, decision making, structures and procedures. • High degree of initiative, responsibility and self-motivation and a professional and proactive approach to problem solving. • Decisive decision maker with strategic experience and significant operational delivery experience who can lead through periods of change • Able to work well with academic leadership teams and student leaders • Experience of planning, managing and working within budgets. Experience of developing initiatives to deliver margin. Detailed knowledge of best practice in financial and people resource management. • Able to prioritise and communicate key objectives to achieve organisational goals and objectives • Able to act as a senior leader, forming positive working relationships at all levels within the Faculty building excellent relationships with people to drive achievement and successful outcomes. • Excellent project management experience and ability to deliver efficiently and in a timely manner across a diverse team. • Effective influencer with ability to build trusted and effective relationships at all levels • Ability to manage staff appropriately and effectively, encouraging a culture of high performance and dealing with complex HR challenges. • Experience of developing and implementing service excellence and of creating a continuous improvement culture. • Demonstrable ability to define priorities and work flexibly and effectively under pressure to meet demanding (and sometimes conflicting) deadlines. • Desirable. If appropriate, relevant experience for the specific area of Faculty operations, as outlined in the advert, for example to become the DDFO responsible for the Medical or Business School.



Division: Education & Academic Support

Post: Deputy Director of Faculty Operations (DDFO) – Internationalisation & UEBS

Grade: H

Reporting to: Director of Faculty Operations

Job Description

<p>Main purpose of job</p>	<p>The main purpose of the Deputy Director of Faculty Operations (DDFO) in the Faculty of Environment, Science and Economy is to provide strategic leadership for Professional Services in support of the Faculty’s strategic aims, and to be the nominated Deputy for the Director of Faculty Operations (DFO).</p> <p>The DDFO will have responsibility for Faculty-wide strategic activity and support the FPVC, DPVCs, APVCs and DFO as a member of key Faculty committees, including the Faculty Executive Board (FEB) where appropriate, and by representing the Faculty on University Boards where required.</p> <p>The DDFO will have specific PS leadership responsibilities for forging, connecting and delivering Faculty-wide strategies for external relations, working as an integral and proactive link into the relevant Professional Services (PS) Divisions, and shaping and enabling best practice across the wider institution. With the relevant APVCs and ADs, they will ensure that international and innovation activity is strongly encouraged and supported across the Faculty, and that new opportunities for internationalising, sustaining and scaling-up student recruitment, and for global partnership and innovation are fully explored. Liaising with the Executive Director of the External Engagement and Global Division as collaborator and co-creator.</p> <p>The DDFO will have specific PS leadership responsibility for the Business School and its departments, in particular through their line management of the School Manager and through their close collaboration with the DPVC and Dean.</p>
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	<p>The role involves the strategic and active management of resources, staff and infrastructure and the development of administrative and business functions. The DDFO will work with the relevant senior Academic leadership (PVC/DPVC or Dean, APVCs and Associate Deans) to influence and shape the alignment of resources and support to meet current and future needs in their areas of responsibility and will have a significant impact on the strategic direction of the Faculty.</p> <p>Jointly reporting to the DFO and the FPVC (or designated DPVC/Dean), the DDFO is responsible for leading diverse PS support and administrative teams to deliver the priorities of interdisciplinary research, education and external engagement. As the DDFO they will have additional responsibilities for delivering cross-Faculty activity as required by the PVC and DFO.</p>
Reporting to	<p>Jointly reporting to:</p> <ul style="list-style-type: none"> • Nominated Senior Academic Leader (such as a DPVC(s) or Dean of a School) • Director of Faculty Operations <p>Matrix Reporting to:</p> <ul style="list-style-type: none"> • Executive Divisional Director of External Engagement and Global
Responsible for (people)	<p>Business School Manager and other Faculty Department Managers as appropriate.</p> <p>Relevant administrative support teams</p> <p>Joint responsibility with PS Divisions for embedded support staff within the Faculty, including in the portfolio area of internationalisation and corporate partnerships.</p> <p>Other management responsibilities as delegated by the DFO</p>
Main duties and accountabilities	
1.	<p>Share collective responsibility, to provide clear and effective leadership promoting a sense of collegiality, inclusion, sustainability and ambition, encouraging productivity and ensuring the development and delivery of strategic plans in line with Faculty ambitions.</p> <p>Taking a creative and problem-solving approach to institutional and Faculty opportunities, and to the implementation of strategy and operations, the DDFO will support, advocate and implement the strategies and decisions of the FEB in partnership with the academic leadership and with Professional Services teams, including in relation to Faculty-wide strategies for international and corporate activity, and PS leadership of the University of Exeter Business School</p>
2.	<p>As a senior member of the Education and Academic Services (EAS) Division, support the Divisional Leadership in the achievement of the Division's objectives. Likely to have thematic leadership for an EAS-wide project/initiative in line with expectations for senior PS staff.</p>

	<p>As the Faculty PS Lead for internationalisation and corporate partnerships, strategy and delivery, the DDFO will be a linked member of the relevant senior groups within the External Engagement and Global Division, and will have a close link with all PS Divisions in relation to this portfolio.</p>
3.	<p>Have an outward looking and global perspective, understanding the implications of change within the political, economic environment and Higher Education (HE) sector to support the strategic development of ambitions in the context of the Faculty strategy.</p> <p>Work with senior academic leadership and with PS Divisions to ensure that Faculty programmes and activities are appropriately designed and positioned in the external marketplace.</p> <p>Directly supporting the translation of successful Faculty strategies through to institutional-wide approaches, where appropriate. Sharing best practise across faculties for internationalisation and championing new approaches.</p>
4.	<p>Support the Faculty academic leadership and DFO by working collaboratively with the Faculty PS Partners to ensure the strategic and operational direction, coordination and mobilisation to deliver:</p> <ul style="list-style-type: none"> k) Research and innovation excellence l) Education excellence m) Student experience n) Enterprise and partnership o) Entrepreneurial initiative and income generation p) Regional reputation and engagement q) National and global reputation and engagement r) Excellent planning and financial planning s) Strategic planning t) Human Resource Management and Workforce planning <p>The DDFO will play a key role in ensuring effective partnership and collaborative working between academic and professional services staff in the Faculty and in the University more broadly.</p>
5.	<p>Line management responsibility for locally based / embedded staff (as agreed by the Director of Faculty Operations) and for the joint line management for embedded PS support to ensure delivery of Faculty priorities.</p>
6.	<p>Develop excellent relationships with the Faculty PS Leadership Team and all the PS Partners to ensure consistent strategic and operational delivery. Represent the DFO on Faculty committees, steering groups and Boards contributing to Faculty-wide policy and working groups, may also represent the Faculty on University Boards.</p>

7.	Embrace opportunities as a result of hybrid working, hybrid pedagogy, blended delivery to effect positive change for staff and students.
8.	Work with relevant Student Leaders and representatives to understand the student perspective to inform strategic objectives and operational delivery.
9.	Ensuring the effective operational management within their area of responsibility, acting as key point of contact and leadership for operations and activities for both internal and external stakeholders. Respond appropriately to changes in regulatory requirements where relevant.
10.	Work with the Faculty PS Team, to support the academic leadership and Executive Boards to ensure that: d) Communication is managed well e) Staff are supported and managed effectively f) Change is anticipated, initiated and managed with clarity, vision and commitment to staff wellbeing.
11.	Support academic leaders to create a thriving environment for staff where they feel empowered, where inclusion and diversity underpins all activity and where there are effective systems, processes and procedures to support and manage all staff.
12.	Support the senior leaders by having oversight of the health and safety and compliance issues including assurances around the management of regulatory requirements of specific and complex areas of activity, including accreditation and professional body specifications, technical facilities, export controls and legal requirement relating to the storage and use of restricted goods. May have delegated responsibility for management in any of these areas.
13.	Responsible for supporting the academic leaders with budget management, as part of the Faculty financial planning and forecasting. Working with the academic leaders to target resources to business need and opportunity. Supporting the academic leaders and the DFO with activity in relation to the business planning process. Responsible for facilitating the development and delivery of research, KE, education and income generation plans ensuring the strategy and plans are communicated effectively to stakeholders. Portfolio responsibility for supporting the development and delivery of the Faculty's strategic plan in relation to internationalisation and corporate activity. Supporting the development and monitoring of business cases for investment funding, focusing on innovation and return on investment to support a sustainable model for the Faculty.
14.	Supporting the academic leaders, and the Heads of Department, with staffing plans, proactively planning resource requirements for both the short and long term, in collaboration with the DFO and HR Business Partner.

15.	Ensure ongoing accreditation and external validation as required by regulatory and statutory bodies to ensure the success of the Faculty.
16.	Lead to uphold the University's expectations for the sustainability agenda.
17.	Champion the University's values of discovery, respect, excellence, inclusion and community, ensuring they are visibly progressed and embedded.
18.	Model the University's expected leadership values and behaviours, represent the University (regionally, nationally and globally) as appropriate to enhance our external profile and generate benefits for the University as a whole.
Key liaisons	<p>PVC DPVCs or Deans Director of Faculty Operations Director of Cornwall Operations and Cornwall-based PS teams Divisional Director of EEG Faculty Executive Board Faculty Professional Service Partners Divisional Leadership Teams Doctoral College and PGRs Student leaders EAS Teams based in Faculties EAS Student Hubs supporting education activity Corporate and global partners Agents and international student recruitment teams</p>
Learning and development requirements and opportunities	To keep abreast of changes within the University and the Faculty and externally specifically with respect to their area of operations and academic subjects (research and education).
Ways of working	<p>The Deputy Director of Faculty Operations will promote ways of working within the faculty's Professional Services that embody these characteristics:</p> <ul style="list-style-type: none"> • Agility and flexibility: to respond effectively to rapidly changing demands and to be innovative and maximise opportunities • Fluidity: in terms of reporting relationships and sense of "belonging", so that colleagues feel empowered to work collaboratively and inclusively towards agreed objectives and without silos. • Connectedness: promote connections between the component parts of PS at every level to inhibit development of silos, and with the academic and student community to enable greater alignment with the University's core objectives • Efficiency: to eliminate unnecessary duplication of effort, streamline decision-making, release more time for activity that adds value and which considers our commitment to sustainability • Inclusivity: To value the contribution that all bring and to promote an approach that allows our staff and students to contribute fully and effectively

Person specification
(essential and desirable)

- Experience of leading and managing a multi-disciplinary team within a large, complex organisation to deliver demonstrable results.
- Awareness of the HE sector context, decision making, structures and procedures.
- High degree of initiative, responsibility and self-motivation and a professional and proactive approach to problem solving.
- Experience of developing, sustaining and growing strategic corporate and global partnerships.
- Experience of the development and delivery of internationalisation strategies, working across academic and PS teams.
- Decisive decision maker with strategic experience and significant operational delivery experience who can lead through periods of change
- Able to work well with academic leadership teams and student leaders
- Experience of planning, managing and working within budgets. Experience of developing initiatives to deliver margin. Experience of student marketing and pricing strategies. Detailed knowledge of best practice in financial and people resource management.
- Able to prioritise and communicate key objectives to achieve organisational goals and objectives
- Able to act as a senior leader, forming positive working relationships at all levels within the Faculty building excellent relationships with people to drive achievement and successful outcomes.
- Excellent project management experience and ability to deliver efficiently and in a timely manner across a diverse team.
- Effective influencer with ability to build trusted and effective relationships at all levels
- Ability to manage staff appropriately and effectively, encouraging a culture of high performance and dealing with complex HR challenges.
- Experience of developing and implementing service excellence and of creating a continuous improvement culture.
- Demonstrable ability to define priorities and work flexibly and effectively under pressure to meet demanding (and sometimes conflicting) deadlines.
- Desirable: If appropriate, relevant experience for the specific area of Faculty operations: Business School