

Trinity College Bristol

Operations Manager

JOB DESCRIPTION

Overview

The Operations Manager is responsible to the Executive Director for the management of the operational support of the college's academic and formational programmes as well as the college's conference and nursery activities across a number of functions including office administration, IT, facilities, student accommodation and support, events, catering and hospitality, service contracts and routine maintenance, and health and safety.

The person taking on this position will occupy a pivotal role within the college and help shape its culture, particularly among the staff team. The person appointed will need, therefore, to resonate deeply with the college's vision to 'live like the Kingdom is near' and share our values. For this reason, there is an occupational requirement for the post to be held by a committed Christian.

We welcome applications from a wide range of people including persons of ethnic minority heritage who are currently under-represented in the staff team. At the shortlisting stage we will take matters of diversity into account when deciding which candidates, who meet the essential criteria, to invite for interview.

The opportunity for this role has arisen due to the decision of the person who currently manages Property and Facilities to move from full-time to part-time and the need for them to concentrate more of the time available to them on our plans to develop and build new on-site student accommodation. We have also identified the need to develop management support for coordinating internal communications and making best use of IT services. Accordingly, the new Operations Manager will take on the facilities brief as well as more responsibility for coordinating the college's wider administrative and operational support.

The role is fundamentally an operational one rather than a strategic one, though awareness of strategic implications is always helpful. It is also a hands-on role and will at times require the person appointed to sort out a presenting issue themselves.

Key relationships

The Operations Manager will be responsible to the Executive Director with whom they will meet on a regular basis. The Executive Director has wide experience of the college having been here for thirty years and consequently is in a good position to help the person appointed gain a deep understanding of the college.

In addition to the staff for whom they have line management responsibility, they will want to relate closely with the Head of Property (formerly Property and Facilities) to engage on matters relating to the use of the premises (and to receive hand-over regarding facilities management), with the Finance Manager to appreciate budget constraints and opportunities, and with the Nursery Manager.

They will also want to develop a good relationship with the tutorial staff in order to appreciate ways of facilitating the work of the tutors and lecturers, and with the students (particularly their representatives), whose welfare is our primary concern.

The Operations Manager will on occasion meet with the Senior Management Team, made up of the Principal, Executive Director and two Vice Principals. They will also relate closely to the EA to the Principal and Executive Director.

Key Responsibilities

Facilities management

The role of facilities management is directed at ensuring that our accommodation (residential, teaching, and office) and equipment are of the right standard to meet the needs of students, staff and visitors. The Operations Manager will in this regard work with the Accommodation and Facilities Officer and the Site Manager to ensure all is functioning smoothly.

While planned maintenance and matters relating to the development of the college estate will fall within the remit of the Head of Property, most issues of routine maintenance or reactive maintenance will be covered by the facilities team headed up by the Operations Manager.

There are certain areas in which they will need to take particular responsibility, namely the management of service contracts.

Whilst the Executive Director is the named Health and Safety Officer, he delegates to the Operations Manager the day-to-day management of systems and processes in conjunction with the Site Manager. The Operations Manager will need to ensure that systems are in place and operational to meet all compliance requirements concerning health and safety, fire security, etc.

We work closely with an external IT support provider, Premieredge, for our IT infrastructure, systems and processes. The Operations Manager will manage the relationship with Premieredge regarding ongoing projects and support and will be their main communication partner concerning issues to be addressed and projects to be undertaken. Premieredge have proved to be an excellent partner in explaining and advising. The Operations Manager will need to help interpret the college's needs to them. We have a part-time IT technician who provides direct on-site support as required.

Events and conferences

We have developed our external conference business over the last few years so that it now generates income of around £80,000 pa. Activity over the last year has been curtailed due to the pandemic and our Conference Manager left to have a baby. We are looking to reassess how we manage external conference activity, and our expectation is that the management will be carried out by the Operations Manager with appropriate support.

The Operations Manager will need to be involved in ensuring the smooth running of college sponsored events, with help from colleagues who are already involved.

Catering and hospitality

Hospitality is central to our community vision and the Operations Manager will play an important part in enabling a strong ethos in this regard through their oversight of the catering team, headed up by the catering manager/head chef, and the domestic team, managed by the Site Manager, as well as the hospitality we offer to our resident students and guests.

Line management

The Operations Manager will have line management responsibility for the:

- Accommodation and Facilities Officer (supported by our receptionist and an office assistant)
- Catering Manager (responsible for the catering team)
- Site Manager (responsible for the domestic team and general site maintenance and security)
- Academic administrators (supported by specialist activity managers)
- EA to the Principal and Executive Director

Whilst some of these relationships will involve close liaison regarding the content of colleagues' jobs, some, namely academic administration, will not. However, the Operations Manager is in a prime position to foster good teamwork and communication between colleagues.

General

Very many things arise in the course of a day or week that will need unexpected attention. The Operations Manager is a key point of contact either to respond themselves or to signpost to another colleague.

The job is multi-faceted and new needs become evident as time passes and changes are made to the college's operations. The detail of the Operations Manager's role or responsibilities may, therefore, shift over time. In addition, we will want to play to the strengths, aptitude or experience of the person appointed as we look at the college's wider needs.

PERSON SPECIFICATION

The person appointed will require skills in the following areas:

- Planning
- Delegation
- Communication
- Time management
- Problem solving
- Leadership
- Teamwork

Certain personal qualities will be needed, including being:

- Good at organising
- Agile in arranging pieces for maximum effectiveness
- Good at prioritising and applying systems

- Calm under pressure
- Observant
- Prayerful and deeply committed to the college's vision and values
- Positive and encouraging of others

Though it will be advantageous if an applicant has knowledge of the Church of England, or experience in higher or other education, the charitable sector or gathered communities, these are not essential. It is essential, however, that they have relevant experience and the aptitude for operations management.

In view of their IT role, they need to be confident in liaising with our IT support provider without themselves having technical expertise in the area.

We will take into consideration other relevant areas of experience that candidates might bring.

The person appointed will need to be available at times outside normal working hours to support some weekend or evening events. Time can be taken in lieu of such working.