Head of Operations and Estates: Job Description

Job Title: Head of Operations and Estates (Domestic Bursar)

Accountable to: Bursar (COO)

Accountable for: Conference and Accommodation Manager
Head Chef
Head Porter (reception and security)
Housekeeping Manager
Maintenance Manager
Steward (Front of House)
Environmental Sustainability Officer (fixed-term post reporting jointly to the Bursar)

Job Summary
St Antony’s College is a registered charity and a constituent college of the University of Oxford (one of seven graduate-only colleges). The College, situated in north Oxford, is home to a community of graduate students and scholars, with a total student body of c. 550+.

The post-holder leads the estates and operational teams (~40 staff) and ensures the provision of high-quality catering, front of house, housekeeping and estates services for all those living and working on site, as well as to our Governing Body Fellows (senior academics), our Academic Visitors and other College members, Antonians (alumni), and conference/seminar speakers and guests. Your teams are in many ways the face of the College, and you will lead and manage your Heads of Department to ensure the smooth-running of our estates and operational functions, and a cared-for estate. The Head of Operations and Estates is the Health and Safety Officer and Premises Licence Holder for the College, and shares responsibility for safeguarding with the Head of the Academic Office.

As well as providing leadership to your teams, you will support and guide senior academic colleagues, including the Warden (the Head of the College), the Directors of our Regional Study Centres, and the Management Executive Team (MET) on a range of estates and compliance matters, demonstrating sensitivity to their perspectives and objectives while balancing these against the regulatory environment.

The Head of Operations and Estates is a member of the College’s senior management team and will be expected to work proactively and collaboratively with this team and a range of colleagues from
across our operational departments (student services, Accounts, HR, etc) as well as our Centres and the student body, principally via the Graduate Common Room (GCR).

Main Duties and Responsibilities

Leadership and management

- Lead and motivate your Heads of Department and their teams to deliver services in a timely, efficient and effective manner, ensuring they are responsive to the needs of the community and that all areas of the physical estate are well cared for.
- Support the personal development of your direct reports throughout the year and ensure that they have the appropriate skills and knowledge to fulfil their roles, dealing effectively with any performance issues that may arise.
- Ensure your teams are appropriately resourced and effectively managed, bringing your experience to bear in supporting Heads of Department to ensure that they maintain suitable use of casual working arrangements, agency staff, and contractors. Keep the structure of the estates and operational team under review, and propose revisions to the Bursar and the Management Executive Team as appropriate.
- With the support of the HR Manager, ensure all HR processes are correctly managed.
- Contribute actively as a member of the College’s Senior Administrative Team.
- Represent the College on, and play an active role in, appropriate committees of the Conference of Colleges, including the Domestic Bursars’ Committee.
- Represent appropriate matters within and outside the College, providing expert advice as required and bringing any learning back to St Antony’s.
- Provide direction to and manage our gardening services.

Departmental operations

- Ensure that the services provided by your teams are professional, efficient and effective; that your departments work collaboratively with one another and with the College’s administrative departments; and that teams are able to adapt and flex as needed in response to changing needs.
- Bring your understanding of the College’s priorities and objectives to the planning of estates and operations activities, and support your direct reports to develop plans and objectives accordingly.

Accommodation

- Ensure that the allocation of College accommodation is managed effectively and in line with agreed protocols and licensing terms, supporting the Accommodation and Conference team to balance academic, residential and conference needs appropriately.
- Ensure that College rooms and facilities are serviced, equipped, cleaned and maintained to a consistently high standard, meeting the community’s expectations and regulatory requirements (working with the IT Team as required with respect to AV).
- Support the Conference and Accommodation Manager to develop the conference offering, working with them to devise and deliver strategies for maximising conference income while
ensuring that conferencing activity remains sympathetic to and in balance with the College’s academic objectives.

Catering and hospitality
- Work with the Head Chef and Steward to ensure that catering and hospitality services are of the highest standards while maintaining cost efficiency and complying with relevant food hygiene standards.
- Work with the Head Chef to develop the catering offering in line with the community’s requirements, as approved by the MET and/or Governing Body.

Lodge and security
- Oversee the work of the Lodge (reception) to ensure that they provide a welcoming and inclusive service to our global community.
- Work with the Head Porter to ensure the safety and security of the College site, buildings and accommodation, liaising as required with Oxford University Security Services and local and national police forces and fire services, and ensuring, in conjunction with the Head Porter, that all safety and security procedures are followed at all times.

Buildings and estate
- Ensure that the College’s grounds and buildings are well cared for and maintained to the highest standards, supporting the Maintenance Manager to evaluate priorities and identify appropriate resourcing, and ensuring that the gardening services procured by the College meet our needs.
- Develop and secure agreement (via the Management Executive Team) on annual and long-term maintenance plans, working with the Maintenance Manager to ensure that agreed plans are delivered to time and budget.
- Ensure the effective and efficient commissioning and completion of minor building works (e.g. refurbishment of student accommodation).
- Support and work closely with the Bursar and Warden in the planning of major building works and, once commissioned, project manage such works, working closely with external project managers and contractors.

Student services
- Work supportively with the GCR, particularly in relation to student events, providing guidance as appropriate.
- Ensure any changes in arrangements affecting students or other members of the community are clearly and effectively communicated in good time via the appropriate channel, working with the Academic Office and/or Communications Manager as appropriate and ensuring that your teams keep the relevant pages of the College website up to date.
- Respond to and deal with student complaints and relevant disciplinary matters in line with College policy and procedure, guided by the Head of the Academic Office as appropriate.
- Hold joint responsibility with the Head of the Academic Office for safeguarding matters within the College, ensuring policies and procedures are appropriate, up to date and followed at all times, and that training is delivered as necessary.
Environmental sustainability
- Ensure your teams enact the College’s Greenhouse Gas Emissions Action Plan, and work with them to develop system changes which encourage behavioural change (Sustainability at St Antony’s | St Antony's College (ox.ac.uk)).
- Engage positively with relevant stakeholders, supporting the College to meet its approved sustainability targets.
- Support the work of the Green Impact Team.
- With the Bursar, ensure that the Environmental Sustainability Officer is effectively supported in their role and that this area of work is appropriately resourced in the long term.

Budgeting and financial control
- Support your Heads of Department to manage their budgets effectively, assisting with estimates as required and ensuring effective financial control in line with relevant policies and procedures.
- Ensure robust procurement and tendering processes are applied in all areas.
- Working with the Accountant and Bursar, define and then ensure staff and Trustees have clear information on cross-subsidies between internal and external catering, supporting senior colleagues to use these data to inform decision-making.
- Working with the Head Chef, Steward and College Accountant, recommend to the Management Executive Team prices and charges that meet the financial and operational objectives of the College.
- Ensure value for money and a strong financial contribution from all hospitality services, enabling your Heads of Department to adapt services as required in light of the financial environment.
- Prepare and submit proposals for high expenditure projects and ensure sufficient controls are put in place to monitor expenditure.

Regulation and compliance
- Act as Health and Safety Officer for the College, ensuring compliance with all relevant health and safety legislation and codes of practice.
- Hold the Premises Licence for the College and ensure that all events taking place on the College site (including student events) are operated within all relevant legislative and regulatory requirements, working with the GCR to achieve this as required.
- Identify all relevant staff training for the estates and operations staff, and ensure required training is maintained and that all individuals understand and comply with policies and procedures.
- Ensure that all building projects comply with the necessary building regulations and that planning permission is appropriately granted and planning requirements met.
- Ensure that the College has up-to-date Health and Safety and Risk Assessment policies and action plans, and that plans are implemented.
- Periodically review and revise as required relevant policies and procedures, ensuring that these reflect University requirements and relevant legislation and guidance as appropriate.
- Liaise with the Administrators and Directors in the College’s Regional Study Centres on College procedures and the requirements of relevant legislation and regulations.
- Develop, workshop and maintain the College’s Disaster Recovery Plan.
• Work with the Bursar to ensure that the College’s insurance arrangements are comprehensive and sufficient, and that the College meets any requirements set out for it by its insurers.

Other duties
• Oversee the provision of medical services through the College Nurse arrangements and in compliance with the requirements of the Care Quality Commission, working with the Head of the Academic Office as required.
• Keep up to date with legislation and guidance relating to the work of the estates and operational teams and ensure that all staff receive appropriate training and guidance on any relevant new or emerging issues.
• Provide information and reports/returns as required to the University, local authority, NHS and other agencies.
• Respond promptly to emergency and out of hours situations.

You will be expected to carry out such other duties as your line manager may from time to time request, commensurate with the grade and responsibilities of the post.

Person Specification

Essential
• Proven experience of management at a senior level with a broad span of responsibility and strong leadership of multi-functional teams
• Experience of leading, managing, motivating and developing staff and teams, and of delegating appropriately to enable your direct reports
• Ability to balance operational priorities with the needs and strategic objectives of the College
• Ability to problem-solve and resolve situations in a complex environment
• Ability to work effectively under pressure to ensure deadlines are met, and to prioritise conflicting demands
• Project-management experience
• Numerate, with experience of managing large budgets, and commercial acumen
• Excellent knowledge and understanding of relevant legislation and regulations
• Understanding and experience of dealing with building/estates management issues
• Ability to deal professionally, tactfully, sensitively and confidently with people at all levels
• Excellent interpersonal and communication skills, both spoken and written, with diplomacy and ability to work collaboratively
• A customer-oriented approach, sound judgement, and a commitment to ensuring an excellent student experience
• Commitment to environmental sustainability, and experience or a good understanding of delivering against sustainability strategies
• Excellent IT skills including Microsoft Office packages (Word, Excel, Outlook) and database systems, with an interest in technology and the digital experience of our stakeholders
• A flexible and positive approach to the role, and willingness to work evenings and weekends and respond to out of hours situations as needed
• Willingness and ability to act as the Health and Safety Officer and Premises Licence Holder for the College
• Sympathy with the aims of a small, collegiate and academic environment

Desirable
• Experience of hospitality and events management
• Holder of relevant licenses for running bars, public music, etc
• IOSH or NEBOSH qualification