DOMESTIC BURSAR

Further Particulars

The College: (see also www.fitz.cam.ac.uk)

Fitzwilliam College is an open, friendly and diverse academic community of some 900 people, including undergraduates, graduates, Fellows and staff, set in outstanding grounds close to the University sites in West Cambridge and within easy reach of the University Library and faculty sites. The buildings and facilities developed over 60 years feature several outstanding examples of contemporary architecture.

Dedicated to the pursuit of education, learning and research, the main activities of the College include the recruitment of undergraduate and post-graduate students from all over the world, provision of small group teaching for undergraduate students, and all of the diverse activities involved in the provision of a supportive and enriching learning environment for all its members. The development office maintains close relationships with a community of over 10,000 alumni, who give vital support financially, and in other ways. Supporting its educational activities, Fitzwilliam runs a thriving conference and catering business with an annual turnover of approximately £1.6m, hosting over 150 conferences a year, many of which are residential; academic related functions are a regular feature of College life during Term.

Fitzwilliam was founded upon, and stands for, aspiration, a commitment to diversity and a firm belief that all students and academics, whatever their resources and background can play leading roles in society, the professions and commerce. The College remains committed to widening participation in higher education, seeking to ensure that all students who have the academic ability to succeed at Cambridge, have the opportunity to do so regardless of background and financial means.

In common with all of the 31 colleges of the University of Cambridge, Fitzwilliam College is an independent, self-governing institution, regulated by the Charity Commission. The Master and Fellows, 55 in number, constitute the Governing Body, and most are (or have been) directly engaged in teaching and research.

The College estate

The move to the present location between Huntingdon Road and Storey’s Way took place in 1963, and the College estate has been progressively developed over the subsequent years.

The main site today comprises 392 study bedrooms (of which 174 are fully en-suite), the main Hall building and the Grove which provide the social facilities of the College, a modern 250 seat Auditorium and smaller 50 seat theatre along with a number of seminar rooms and teaching facilities. Fellows are provided with office space, and a small number live in rooms within the College. There are two squash courts and a student gym on site.

The remainder of the accommodation (240 rooms for post-graduates and undergraduates) is provided in 25 houses and hostels, each housing between 4 and 37 students, which are (with one exception) within a short walking distance from College. The Master’s Lodge, the playing fields, the College boathouse and two commercial properties (which are under professional management) complete the estate.
The Domestic Bursar

The Domestic Bursar is responsible for non-academic day-to-day operations of the College. Reporting directly to the Bursar, this is one of the most senior management roles in the College, charged with ensuring the delivery and highest quality of facilities and services in support of the College's academic mission.

Balancing operational and strategic priorities, the role holder will take direct responsibility for the efficient, effective and good management and co-ordination of the College's Catering, Events, Housekeeping, Gardening, Maintenance and Porters' departments, numbering around 90 permanent staff in total.

The successful candidate will be joining the College at an important point in the development of the College estate, 6 years into a 20-year refurbishment programme for the 1960’s buildings on the College site. This is a multi-million investment programme, which is being progressed in line with a long-term plan, through discrete phases and projects. Working closely with the Bursar, the Domestic Bursar will play a full part in developing future plans, and overseeing major building and refurbishment projects. This will entail working closely with architects, professional project managers, and other specialists involved in the projects.

The role holder will work closely with the senior College Officers, including the Master, the Senior Tutor, who is responsible for all educational aspects of the College, and the Bursar who is responsible for all non-academic aspects of the College. As well as being the line manager of the Domestic Bursar the Bursar is directly responsible for Finance and Accounting, HR, IT and Communications. The Director of Development and Alumni Relations, and the Steward will also be important stakeholders.

The Domestic Bursar will also need to maintain close working relationships with the Fellows and senior members generally, the students of the College, and the wider Cambridge network, participating in inter-collegiate bodies within Cambridge, including the Bursars’ Committee.

A full job description is attached, along with an organisation chart.

Required Skills and Experience:

We are looking for an experienced and motivated operations manager, with a good grounding in a service-led sector. Strong team leadership and people management skills will be essential to the success of the role, as will the ability to build strong relationships with the various interested parties: undergraduate and graduate students, fellows, heads of department who do not report directly to the jobholder and their staff, alumni, visitors and suppliers.

The successful candidate will be able to demonstrate the following skills and experience:

Skills and abilities
• Inspirational leadership. Ability to conceive and communicate an inspiring vision
• Excellent organisational and planning skills
• The ability to cope with a varied and demanding workload
• Ability to think strategically and show good judgement
• Strong people management skills at a senior level
• A commitment to service excellence and continuous improvement
• Excellent communication and interpersonal skills and the ability to be persuasive, patient, tactful and diplomatic, even under pressure. Ability to communicate in a concise and compelling way with Fellows, students and staff alike
• Confidentiality and discretion
A high degree of business acumen combined with empathy for the values of the College as an academic institution
Outstanding project and change management skills
A high level of numeracy and financial literacy
Strong IT and administrative skills

Qualifications and Experience
Essential
- Educated to degree level
- Significant management experience gained in a service-led sector (e.g. hotels, catering, hospitality, conferences, or similar) at a senior level
- Significant leadership experience and ability to motivate, manage and build a large team of engaged staff
- Financial planning, budgeting, financial analysis and reporting
- Initiating and successfully managing organisation-wide change
- Health and safety and risk management

Desirable
- Additional relevant professional qualification(s)
- Relevant Health and Safety accreditations, or the commitment to achieving them with the College’s support at an early stage
- Experience of comparable academic institution(s)
- Direct experience of managing conference or similar enterprises
- Experience of business development from opportunity identification to delivery
- Planning and executing building projects on time and within budget
- Experience in Project delivery in line with well-known methodologies and in consideration of operational and technical issues (including digital)
- Awareness of planning application process, working with architects and contractors

Conditions of Employment

The Domestic Bursar is a full-time post, working 36.5 hours per week, though flexibility in working hours will be required to fulfil the responsibilities of this senior level post.

The salary will be in the range of £60,000 - £67,000, according to skills and experience. The College also offers 33 days’ annual leave (including the eight public holidays), membership of a contributory Group Personal Pension scheme, use of the College’s sports facilities (including the College gym), free lunch on duty and on-site car parking, subject to availability. High Table rights are also offered.

The Domestic Bursar will be appointed for an initial probationary period of six months, with one month’s notice either side, after which the notice period will be three months on either side.

Any offer of employment will be subject to evidence of the right to live and work in the UK, the receipt of satisfactory written references and a medical report.

Qualifying relocation costs under HMRC rules will be reimbursed in appropriate cases.
Application procedure

Further particulars and an application form are available to download from: www.fitz.cam.ac.uk/vacancies or by telephoning Sarah Rowland Jones on 01223 761050

Applications should reach Mrs Sarah Rowland-Jones, HR Officer, Fitzwilliam College, Cambridge CB3 ODG, e-mail hr@fitz.cam.ac.uk not later than 21 July 2019. Applicants should provide a covering letter, a completed application form and a curriculum vitae.

Interviews will take place on Wednesday 7 August and/or Thursday 8 August and candidates should ensure their availability for both days.

The College values diversity and is committed to equal opportunities in the recruitment of its Fellows, students and staff.

In applying for this vacancy, you will provide personal data which the College will process in accordance with its data protection obligations and its Data Protection Policy: https://www.fitz.cam.ac.uk/about/official-information/data-protection
Job Description

Job Title: Domestic Bursar

Reporting to: The Bursar

Principal Responsibilities

The Domestic Bursar is responsible for the efficient, effective and good management of the College’s Catering, Events, Housekeeping and Accommodation, Gardening, Maintenance and Porters departments with general oversight of the management of the College Estate.

The jobholder will be expected to work closely with the senior College Officers, including the Master, the Senior Tutor, and the Bursar, to ensure balanced priorities, clear communication and a coherent and cohesive implementation of the Governing Body’s aims and strategic priorities.

1 Service & Operations
1.1 Create and maintain a strong professional service culture across the range of services provided to Fellows, students at all levels, customers and visitors, and support Heads of Department to achieve this.
1.2 Oversee the security of the College’s property and the personal well-being of its occupants.
1.3 Ensure that the accommodation provided to Fellows, students and guests is to the possible highest standards of quality and safety and that it complies with the relevant legislation and codes of practice.
1.4 Regularly review the College site to ensure that College standards and expectations are being met, and, in particular, to ensure the highest standards for key events.
1.5 Take a lead on environmental policy with reference to both legal compliance and best practice.
1.6 Oversee College events, including the Winter Ball and other student events, working in conjunction with the JMA executive trustees and the Senior Tutor, and also social functions arranged by the Steward on behalf of the Fellows.
1.7 Liaise closely with the Senior Tutor, and where necessary the Dean, on matters of College discipline.

2 Maintenance and Development of the College Estate
2.1 Ensure that the College buildings, gardens and grounds are maintained to the highest possible standards and are able to meet operational demands, whilst always respecting the heritage of the buildings and their surroundings.
2.2 Work closely with the Bursar to develop the College’s growth and development strategy in line with the College’s academic mission.
2.3 Oversee the production and maintenance of medium term plans for maintenance and refurbishment works.
2.4 Oversee the production and delivery of an annual program of maintenance, refurbishment and improvement works in line with budgetary constraints/limits.
2.5 Oversee the delivery of building and other major projects, ensuring that the impact on the College is effectively managed (major projects will be supported by professional project managers).
2.6 Ensure that all works comply with relevant planning and regulatory requirements, and are carried out without undue risk.

3 Leadership and management of staff
3.1 Provide visible, visionary and motivational leadership to the six operational department heads, and support them in the delivery of their collective and individual responsibilities to the highest standards.
3.2 Develop and maintain a working culture and environment that fosters professional excellence, mutual respect, fairness and equality at all levels.

3.3 Directly manage and develop all direct reports to ensure the highest standards of performance.

3.4 Support Heads of Department in achieving optimal performance from their teams through proactive staff management and performance review and the timely and appropriate implementation of College policies and procedures (e.g. disciplinary, performance and capability, absence management etc.).

3.5 Ensure that department teams are appropriately resourced and organised to ensure that they can fulfil their highest potential. Make recommendations to the Governing Body, via the Bursar, for such changes to operations and roles as would drive service and efficiency within the College.

3.6 Ensure the necessary communication takes place to and between the departments to enable them to achieve their objectives in support of the overall College mission.

4 Communication and Relationship Management

4.1 Take the lead in encouraging, facilitating and maximising open and collaborative communication between groups of members of the College (Fellows and other members of the College, students and staff across all of the diverse operations of the College) to achieve the College aims and objectives.

4.2 Develop and maintain positive working relationships with Fellows, students, visitors, team members, staff in all departments, and neighbours of the College and its properties.

4.3 Represent operational business and departments at the appropriate committees, preparing papers for circulation and/or material for presentation in advance as required in order to inform discussion and collegiate decision making.

4.4 Represent the College within the Collegiate University, actively participating in cross-collegiate bodies including the Bursar’s Committee and Domestic Bursars’ network

5 Financial Management

5.1 Maximise the commercial return on the College’s buildings, catering and hospitality services, without jeopardising its academic priorities.

5.2 Manage the preparation of the income and expenditure budgets and capital expenditure budgets of the six departments, and take overall responsibility for financial performance across the range of responsibilities.

5.3 Manage the utilities for College premises, including electricity, gas water, and waste management services, ensuring cost effectiveness and working with members of the College community in developing and improving environmental sustainability.

5.4 Ensure that financial policies and controls are fully implemented and observed at all times, and work to embed best practice in key processes such as tendering and procurement.

5.5 Work with the Bursar to identify opportunities to improve cost efficiency and implement agreed initiatives within and across the six departments.

5.6 Working with the Bursar, determine the tariffs and levels of charging to be used for internal and external business/clients, negotiating with student representatives as necessary. Ensure charging arrangements are clear, transparent and published.

5.7 Assist in negotiating, contracting, letting, leasing and property management.

6 Compliance and risk

6.1 Act as role model for College values and in the implementation of College policies and procedures.

6.2 Keep abreast of all relevant legislation and regulatory requirements, ensuring that the College complies at all times.

6.3 Provide advice on operational risk management within the College and lead on the maintenance and development of the College Business Continuity Plan.
6.4 Take overall responsibility for compliance with Health and Safety legislation and associated risk management across the College, acting as secretary to the College Health and Safety Committee, preparing agendas and papers in liaison with the appointed Chairman.

6.5 Ensure compliance with licensing laws. It is expected that the jobholder will become the designated Premises Supervisor for the Premises licence, i.e. the person who is named on the College’s alcohol and entertainments licence, in due course.

6.6 Ensure compliance to the Data Protection Act 2018, implementing College policy and procedural requirements across all areas of responsibility.

7 General
7.1 Undertake any other reasonable duties arising as directed by the Bursar, including deputising for the Bursar as and when required.

Committees and participation in College governance
The jobholder will be expected to participate fully, playing a leading role as necessary, in relevant College Committees including the General Purposes Committee, Estates Committee, Environmental Committee, Health & Safety Committee (Secretary).

The above is not an exhaustive description and other requirements may emerge as necessitated by changing roles within Fitzwilliam College, and its overall objectives.

**Domestic Bursar Organisation**