A 21ST CENTURY CAMBRIDGE COLLEGE

DIRECTOR OF OPERATIONS

CANDIDATE INFORMATION PACK
BE PART OF OUR COMMUNITY

Fitzwilliam is a dynamic, open-minded, inclusive academic community with a strong identity

About Fitzwilliam
The College is a special and welcoming community. We combine a passion for academic excellence and enquiry, with a commitment to widening access to higher education.

The College encompasses around 1,000 people including staff, Fellows, undergraduates and postgraduates. In common with all of the 31 colleges of the University of Cambridge, Fitzwilliam is an independent, self-governing institution.

The College enjoys a large seven-acre site within 10 minutes’ cycle ride of all the major faculties and departments. At the heart of our beautiful grounds is a fine Regency house. Most of our award-winning contemporary architecture dates from the 1960s onwards including a state-of-the-art auditorium and the Olisa Library.

Fitzwilliam began in 1869 as a non-collegiate institution, with the specific purpose of providing a Cambridge education to students who were unable to afford membership of a college. The community became a full college in 1966 and moved to our current site at that time.

Our values
Fitzwilliam’s core values have not changed since our creation, these are:
- Community is our foundation, embracing and welcoming diversity in all aspects;
- Supporting excellence, creating a unique space for the sharing of ideas; and
- Concern with our purpose, setting an example to the broader community.

The College has recently started to implement our new College Plan based on these values.

We are keen to recruit someone who shares our values and who wants to be a critical part of the next phase of Fitzwilliam’s journey.
THE OPPORTUNITY

Fitzwilliam seeks to appoint a motivated individual who will be an active and engaged member of our community

The Director of Operations, (a newly defined role which replaces the Domestic Bursar position) plays a senior management role in the day-to-day non-academic operation of the College. The individual has overall responsibility for delivering the wide range of facilities and services to support the College community.

The individual leads and has line management responsibility for all the College’s non-academic departments other than Development, Finance and HR. Overall the Director of Operations has responsibility for approximately 80 staff members, an annual income in the range of £6m and an expenditure Budget of over £8m.

The role also involves developing the conference and events activities, following the pandemic, in a manner that complements the educational mission of the College.

You will be joining Fitzwilliam at an important time in our development as we implement our new College Plan. The Director of Operations will play a key role in delivering the priorities from the plan.

Part of the College Plan is a new Estate master plan which is supported by £20m of long-term financing and a new fundraising campaign. The Director of Operations will be a member of the team that will deliver the key estate projects.

The post carries a Bye-Fellowship of the College, reflecting the seniority and significance of the role. The Director of Operations is expected to be an active and engaged member of the College community.

The College sees this appointment as an exciting opportunity for a motivated individual who will build on our existing strong operational culture.

The successful candidate will be a confident communicator with excellent interpersonal skills. You will have a strong sense of integrity and a proven track record of managing a diverse range of operational activities coupled with outstanding organisational and management skills and a passion for the mission of the College.

‘Each new member who joins our community enriches the whole community, not through assimilation, but through individuality’.

Candidate Information Pack | Director of Operations | Fitzwilliam College
THE ROLE

The Director of Operations leads the non-academic support operations across the College community

MAIN RESPONSIBILITIES

Leadership & management
- Provide effective leadership to direct reports and their teams, ensuring departments work together as a cohesive team.
- Maintain and develop a modern working culture that fosters our values of respect, fairness and equality.
- Manage, develop and motivate department heads to ensure highly functioning teams, conducting regular appraisals and ensuring that individuals and teams are operating to deliver the College’s strategic priorities.

Service & operations
- Ensure a modern and professional service culture across the services provided to College members, visitors and customers.
- Regularly review the College estate to ensure that standards and expectations are being met.
- Oversee the security of the College, liaising with the Senior Tutor and Dean on matters of student discipline.
- Oversee College events working with the Junior Members Association (JMA) and the Senior Tutor.
- Ensure that the accommodation provided to College members and guests is of a high standard.
- Develop the conference and events activities to deliver a high quality, profitable business in a manner that complements the educational mission of the College.
- Take a lead on environmental policy with reference to both legal compliance and best practice.

Financial responsibility
- Oversee budgetary control of the operational activities, ensuring that departments are engaged in the annual financial planning cycle, and have a good understanding of budgets, forecasts and variances.
- Ensure that good value is delivered to students for accommodation, catering and events.
- Work closely with the Bursar and be a member of the Estate Project Delivery Team to deliver long-term capital projects in line with our new College Plan.
- Ensure that all works comply with relevant planning and regulatory requirements, and are carried out without undue risk.

Communications & networks
- Develop and maintain positive working relationships with all members of the College community.
- Represent the operational activities in the College scrutiny processes.
- Represent the College within the collegiate University, including the Bursars’ Committee and Domestic Bursars’ network.

Compliance & risk
- Act as the College’s Designated Premises Supervisor (DPS), ensuring that the College is compliant with our licence conditions.
- Keep abreast of all relevant legislation and regulatory requirements, ensuring that the College complies at all times.
- Provide advice on operational risk management within the College and lead on the maintenance and development of the College Business Continuity Plan.
- Take overall responsibility for compliance with Health and Safety legislation and associated risk management across the College.
THE ROLE (Cont.)

ROLE TITLE
Director of Operations
Bye-Fellow of the College

REPORTS TO
The Bursar, Rod Cantrill and working closely with the Master, Senior Tutor and other College officers.
Deputising for the Bursar as and when required.

The Director of Operations 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) and the Junior Members Association (JMA). In addition, the individual will attend Governing Body for non-reserved matters.

Act as a Director of Fitzwilliam Services Limited (as appropriate).
THE INDIVIDUAL

You will have outstanding organisational and management skills and a passion for the mission of Fitzwilliam College

Essential
- A credible and demonstrable record of accomplishment in a leadership position in an operating setting.
- Significant management experience gained in an operations based environment (e.g. higher education, public sector, or the hospitality sector) at a senior level.
- Significant leadership experience and ability to motivate, manage and build a large team of engaged staff.
- Strong financial planning, budgeting, analysis and reporting skills.
- Experience in initiating and managing organisation-wide change.
- A track-record of health and safety and risk management.

Desirable
- Educated to degree level.
- Additional relevant professional qualification(s).
- Relevant Health and Safety accreditations, or a commitment to achieving them with the College’s support at an early stage.
- Experience of comparable academic institution(s).
- Direct experience of managing conference and events or similar enterprises.
- Experience of business development from opportunity identification to delivery.
- Track record of 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 the planning application process, working with architects and contractors.

Skills and abilities
- A commitment to the aims and values of the higher education sector and in particular Fitzwilliam College and the University of Cambridge.
- An ability to work cooperatively as part of a collegial team.
- Able to demonstrate a natural curiosity with regards to the College, our work, and our community.
- A dynamic and proactive individual who inspires the confidence, enthusiasm and support of the College community.
- An ability to think strategically.
- An ability to take the initiative and to think on one’s feet, to be confident, calm, determined and diplomatic.
- Excellent communication skills, both oral and written, with evidence of being able to lead and motivate others.
- A good level of IT and presentation skills.
- The ability to manage time, to delegate and prioritise a substantial workload in different areas.

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START DATE
31st July 2022 (or date to be agreed).

SALARY
£65,000 - £72,500

FELLOWSHIP
The successful applicant will be offered a Bye-Fellowship of the College (with associated privileges).

PENSION
Opportunity to join the College’s defined contribution scheme.

ANNUAL LEAVE
Holiday entitlement of 25 days each year as well as Bank Holidays.

EQUAL OPPORTUNITY
Fitzwilliam College values diversity and is committed to equal opportunities.

DATA PROTECTION
In applying for this vacancy, you will provide personal data which the College will process in accordance with our data protection obligations and Data Protection Policy. [https://www.fitz.cam.ac.uk/about-us/official-information/data-protection](https://www.fitz.cam.ac.uk/about-us/official-information/data-protection)

The closing date for applications is Thursday 31st March 2022.

Applications must include a full curriculum vitae, a covering statement explaining interest and suitability for the post and a completed application form.

Candidates should submit applications to Susan Kay, HR Manager, Fitzwilliam College, Cambridge, CB3 0DG. Email: hr@fitz.cam.ac.uk

Informal enquiries about the post are welcome. Please contact the Bursar’s Assistant, Natalie Harvey, to arrange a convenient time to speak with the Bursar, Rod Cantrill, on 01223 332067 or email: bursars.assistant@fitz.cam.ac.uk

For shortlisted candidates, the interview process will involve: week commencing 18th April 2022 onwards: an informal day at the College, followed by a formal panel interview week commencing 2nd May 2022.