

Operational and Facilities Job Family – GRADE 6

Role Summary

This role descriptor builds on the demands and activities outlined at Grade 5. Roles at this level will manage/lead a sizeable/highly specialised operational service or department within a Unit. Role holders will be required to monitor and review service/operational delivery within their area of responsibility, recognising when changes/modifications are required, and will contribute to service improvement discussions. Working within University policies and procedures, role holders will exercise independent judgement and initiative, and where appropriate analytical skills, to develop practical solutions for a wide range of work issues and problems, some of which will be complex in nature. They are required to plan, organise and progress their work and the work activities of others over the medium term, and input to longer term plans. Knowledge and skills required for the role are typically gained following a significant period of study/training resulting in a formal/specialist qualification (e.g. Degree or equivalent) plus approximately 3 to 4 years relevant work experience.

HERA Elements

Communication
<ul style="list-style-type: none">Required to communicate (both orally and in writing) information of a non-routine nature to staff, students and others which needs careful explanation and interpretation, e.g. explaining policies, procedures and technical information; dealing with complex customer complaints and staffing issues; using higher levels of tact and diplomacy; producing a variety of reports; writing procedures which impact at a local level. Depending on the role this may be a regular requirement.
Teamwork and Motivation
<ul style="list-style-type: none">Formal line management responsibility for a key operational service/department within a Unit.Responsible for clarifying the requirements of individuals and the team, agreeing objectives, organising and delegating work fairly according to individual abilities, motivating and encouraging team members, monitoring performance and output and taking remedial action where required.May co-ordinate activities across different sections of the service area.Those with responsibility for a large team will delegate supervisory responsibilities to others within their area of responsibility.
Liaison and Networking
<ul style="list-style-type: none">Liaise with others within and outwith the Unit to build relationships and facilitate the exchange of information.May be required to attend committees or participate in internal/external networks to share information and keep people informed.
Service Delivery
<ul style="list-style-type: none">Provides a defined specialist operational service, but will have significant responsibility for monitoring, reviewing and improving local service/operational delivery, and for ensuring the quality of service is maintained. To facilitate this, role holder will maintain regular liaison with service users and/or external suppliers/contractors.May be required to input to policies/procedures which will impact on the broader team.
Decision Making
<ul style="list-style-type: none">Discretion to make independent decisions which could have an impact across their area of responsibility, and may endure for some time.Will make collaborative decisions with more senior managers with regard to implementing improvements to working methods, changing processes/systems.Those in specialist roles will be required to provide advice and recommendations to colleagues and customers based on their in-depth knowledge of the specialist area.

Planning and Organising
<ul style="list-style-type: none"> ▪ Plan, organise and prioritise their work and the work activities of others within the team. ▪ Undertake longer term planning (weeks, months and possibly up to a year ahead) of resources (people, equipment and finances), ensuring that these work resources are effectively utilised and maintained, initiating corrective action as required. ▪ Review and monitor progress against the overall plan, and deal with/manage unforeseen events/situations.
Initiative and Problem Solving
<ul style="list-style-type: none"> ▪ In addition to the resolution of a wide range of standard work issues/problems, the role holder is required to use initiative and creativity, and will draw on experience and expertise, to resolve non-standard problems which require a process of reasoning, weighing up of various approaches and/or which must be broken down into component parts e.g. resolving staffing problems/long term absence; redeployment of duties to existing staff; handling grievance/disciplinary issues; budgetary issues; complex customer enquiries/complaints; solving more complex equipment problems/failures; breaking equipment down into component parts, fault finding and re-assembling. Depending on the role, this may be a regular requirement.
Analysis and Research
<ul style="list-style-type: none"> ▪ Regularly required to gather, analyse and interpret data/information, reporting and presenting findings as appropriate e.g. monitoring and reporting on budgetary expenditure; producing factual/data reports on resource usage; running reports from databases and extracting relevant data, producing statistics, carrying out database searches, cross-checking of more complex/varied data; analysing and diagnosing technical faults in order to effect repairs on equipment/advise others how to rectify fault. ▪ May be required to undertake more complex/detailed investigations and analyses, where conclusions and recommendations will be required e.g. carrying out in-depth analyses, interpreting results and recommending solutions; highlighting and reporting on trends and patterns; conducting enquiries into complex issues; contributing to the management of large amounts of data and information etc.
Sensory and Physical Demands
<ul style="list-style-type: none"> ▪ Demands will vary according to the role. Role holders who undertake technically specialist/skilled work will require the mastery of a range of sensory skills or physical techniques, where high levels of concentration, precision and accuracy will be necessary; or they will be required to undertake tasks/activities that involve considerable physical effort over prolonged periods. For example, undertaking skilled/strenuous work in a confined or difficult space (under floorboards, at height); operation of highly specialised, complex, hazardous tools etc.
Work Environment
<ul style="list-style-type: none"> ▪ Required to manage the impact of the environment on the work and safety of other people, and will ensure that health and safety regulations and procedures are implemented locally and adhered to. ▪ In certain roles there may a requirement to work in hazardous/high risk environments where specialist health and safety procedures must be adhered to.
Pastoral Care and Welfare
<ul style="list-style-type: none"> ▪ Required to deal with/manage staff welfare, pastoral and HR issues covered by documented procedures (e.g. dealing with disputes, informal grievances and performance matters), recognising when the matter should be referred to their line manager or specialist support is required.
Team Development
<ul style="list-style-type: none"> ▪ Responsible for ensuring that all staff within the service area are trained to the required standards. May be directly involved in the provision of training, or may delegate responsibility to others.

- Will oversee the monitoring and review of staff performance, and will be responsible for performance reviews of senior staff in their own team.

Teaching and Learning Support

- Not typically required to teach/train others outwith the team.

Knowledge and Experience

- Management expertise and, where responsible for a specialist area/trade, will also require full/practical knowledge of that area.
- Extensive knowledge of their own area of work (in terms of systems, processes, products and services available etc) and standards and regulations which relate to it.
- Ability to interpret/implement University rules, policies and procedures relevant to the role, providing detailed/technical advice and guidance to others as required.
- Experience of managing and controlling budgets and resources.
- Knowledge and skills typically gained following a significant period of study/training resulting in a formal/specialist qualification (e.g. Degree or equivalent) plus approximately 3 to 4 years relevant work experience. Where no qualification is held, evidence of progression and development gained through approximately 6 to 7 years work experience will generally be required.
- Required to undertake further training and CPD on a routine basis.
- Knowledge of and adherence to the University's Health and Safety and Equal Opportunities policies/procedures.

Personal Skills/Attributes

- Proven communication and interpersonal skills.
- Well developed analytical and problem solving capability, with ability to apply appropriate levels of initiative, judgement and creativity.
- Ability to understand, conceptualise and interpret the requirements of staff, students, clients etc.
- Ability to provide timely and comprehensive advice and guidance to others.
- Proactive team member, able to motivate, encourage and support others.
- Well developed planning, organisational and prioritising capability.
- Effective management skills.
- Effective financial skills, where appropriate.
- Capable of effective transfer of skills/knowledge to others.