

Candidate Pack

Deputy Chief Operating Officer (Student Futures)

December 2022



Welcome

Dear Applicant,

Thank you for expressing an interest in applying to the post of Deputy Chief Operating Officer at Bloomsbury Institute London. If you are successful, you will be joining the organisation at a very exciting time as it looks to further establish itself in a range of markets and entrenches its partnership with new university partner Wrexham Glyndwr University.

This is an excellent time to be joining the Bloomsbury Institute team, where you will have the opportunity to work with inspiring colleagues and will play an instrumental role in delivering our ambitions.

I would like you wish you all the best in your application.

Shabnam Karim
Chief Operating Officer and Chief Financial Officer

About Bloomsbury Institute

Bloomsbury Institute is a higher education private provider, regulated by the Office for Students, delivering undergraduate and postgraduate degrees in Accounting, Business, and Law.

It prides itself on providing students with access to a transformative higher education experience, recruiting students that have the potential, attitude and aspiration to succeed. This is key to it fulfilling its broader vision of offering students from all backgrounds and life stages the opportunity to define and pursue success through education.

Bloomsbury Institute is based at the Heart of London with excellent teaching facilities in Euston Road, and offices in both Great Portland Street and Bedford Square. It is a small HEI with approximately 120 staff, but it has a big heart and strong sense of community.

Main purpose of the Role

A new role at the Institution the Deputy COO will line manage Registry teams within professional services and play a key role in managing operations within the Institute. Bringing teams together and coordinating processes to ensure we deliver the best possible student experience will be pivotal to this role.

The Deputy COO will support the Chief Operating Officer and Chief Financial Officer with the development and implementation of an Annual Operating Plan. The successful candidate will also work with Heads of Divisions and Departments to develop and ensure the effective delivery of all student-facing professional services across the Institute assuming responsibility for business process re-engineering and transformation.

As Chair of the Senior Management Team, the Deputy COO will be responsible for professional service leadership within the SMT.

Purpose and Values

Purpose

Our purpose is:

Breaking down barriers together.

Values

Our values are:

Dare to be different

Make things happen

Don't be mean

Job Description

Job Title:	Deputy Chief Operating Officer (Student and Administrative Services)
Salary:	Senior Management Team (SMT) Grade
Hours of Work:	40 hours per week Monday to Friday 08.00 to 18.00 [Not-contractual flexible working scheme applies] Additional work may be required outside of the normal working hours without additional pay
Working from home:	At the line manager's discretion, the postholder may be permitted to work from home one day a week; this is subject to the postholder completing a satisfactory risk assessment of their home workstation and working environment
Holidays (Paid):	25 days (some of which to be taken during Christmas/New Year shut down), plus public holidays
Pension:	Contributory pension scheme Full details are available from the Finance Department
Main purpose of the role:	Provide inspirational leadership and operational management of the Institute Work alongside the Principal and Chief Executive Officer, members of the Strategic Leadership Team (SLT) and members of the Senior Management Team (SMT), to develop and inculcate the educational character, ethos, culture and identity of the Institute (that is rooted in its purpose and values), acting as a role model for all within and outside the Institute Be an active member of the SMT Attend meetings of the SLT as required Undertake the role of a Head of Division/Department within Professional Services Support the Chief Operating Officer and Chief Financial Officer, as required, with the development and implementation of an Annual Operating Plan Work with Heads of Divisions and Departments to develop and ensure the effective delivery of all student-facing professional services across the Institute, assuming responsibility for business process re-engineering and transformation Support the Chief Operating Officer and Chief Financial Officer, as required, with overseeing the day-to-day operations within Professional Services, implementing decisions that will eliminate waste and increase efficiency, and developing and driving

through enhancements to operational systems and processes

Develop and implement a data-driven approach to student outcomes (with regards to retention, continuation, completion and graduate employment) that can inform evaluations and actions for change

Lead and manage: (i) members of the SMT (as required); and (ii) other members of staff (as required)

Reporting to:

Chief Operating Officer and Chief Financial Officer

Location:

7 Bedford Square, London, WC1B 3RA

Main Tasks

The main tasks of the job are:

- Provide inspirational leadership and operational management of the Institute
- Work alongside the Principal and Chief Executive Officer, members of the Strategic Leadership Team (SLT) and members of the Senior Management Team (SMT), to develop and inculcate the educational character, ethos, culture and identity of the Institute (that is rooted in its purpose and values), acting as a role model for all within and outside the Institute
- Ensure all tasks are undertaken within the spirit of the Institute's purpose and values.
- Promote, apply, and ensure compliance with the Equality Act 2010 and the Institute's Equality, Diversity and Inclusion Policy, and make a full and positive contribution to the implementation, evolution and enhancement of the Institute's Inclusive Learning Environment.
- Be an active member of the SMT, providing written and verbal reports as required, and contributing to Institute-wide operational and strategic developments.
- Attend meetings of the SLT as required.
- Undertake the role of a Head of Division/Department within Professional Services.
- Support the Chief Operating Officer and Chief Financial Officer, as required, with the development and implementation of an Annual Operating Plan that fully supports the Institute's Strategic Framework and Corporate Budget.
- Work with Heads of Divisions and Departments to develop and ensure effective delivery of all student-facing professional services across the Institute, assuming responsibility for business process re-engineering and transformation.
- Support the Chief Operating Officer and Chief Financial Officer, as required, with overseeing the day-to-day operations within Professional Services, implementing decisions that will eliminate waste and increase efficiency, and developing and driving through enhancements to operational systems and processes.
- Develop and implement a data-driven approach to student outcomes (with regards to retention, continuation, completion and graduate employment) that can inform evaluations and actions for change.

- Manage the allocated budget and effectively deploy resources, being responsible, ensuring value for money, and authorising expenditure in accordance with the Institute's Financial Regulations.
- Together with members of the SLT and SMT, actively lead the Institute in the development of its strategic ambitions and the implementation of its Strategic Framework.
- Support the promotion and implementation of the Institute's Access and Participation Plan.
- Together with the Principal and Chief Executive Officer, other members of the SLT and members of the SMT, actively monitor Annual Key Performance Indicators (KPIs) that are used as an ongoing indicator of whether a risk (that includes academic risks) might materialise or has realised, and support the Head of Compliance to ensure that where such monitoring identifies the need for action to be taken, an action plan is developed and implemented.
- Lead and manage: (i) members of the SMT (as required); and (ii) other members of staff (as required), providing effective, personal leadership to ensure capacity, capability and resilience in the delivery of the Institute's strategic goals.
- Identify training and development requirements for staff who are line managed by the Deputy Chief Operating Officer (Student and Administrative Services), and ensure the provision of a high-quality customer service.
- Attend Staff Meetings, Staff Development sessions and all other meetings at which attendance is required.
- Use all IT systems appropriately and effectively, to include SharePoint and Microsoft Teams, leading by example.
- Ensure all communications with students and colleagues are in line with the Institute's Tone of Voice Guidelines.
- Carry out duties and responsibilities at all times with due regard to relevant regulations, policies and procedures, including those relating to health and safety.
- Adhere to the provisions of data protection legislation, and refrain from sharing any personal or other information with any third party.
- In addition to the above tasks, to undertake any other tasks as directed by the Line Manager (or nominee).

The above is not an exhaustive list of tasks as the role may change to meet the Institute's overall objectives. These tasks are subject to amendment over time as priorities and requirements evolve and as such the job description may be amended at any time by the line manager following discussion with the post holder.

Person Specification

Essential criteria [i.e. the criteria that an applicant must satisfy]

Qualifications

- Undergraduate degree and/or postgraduate degree, or equivalent professional qualification/experience.

Experience and attributes

- Track record of motivational leadership with the ability to engage with, and motivate, staff and students.
- A proven level of successful management experience gained in higher education or an organisation in a similar environment.
- Experience and track record to hold credibility within an academic and professional services environment.
- Experience and track record of leading the development and delivery of Professional Services.
- Operational leadership experience with the ability to implement decisions that will eliminate waste and increase efficiency.
- Computer literate (to include competence in the use of Microsoft Office, in particular Word, PowerPoint and Outlook; SharePoint; and Microsoft Teams).
- Ability to use Student Management Systems (e.g. Oracle on Demand, SITS).
- Ability to use a Customer Relationship Management systems (e.g. Anthology Reach).
- Ability to interrogate and interpret data.
- Excellent writing, communication and interpersonal skills.
- Ability to engage, influence and work positively with a wide range of people.
- Ability to work independently as well as take direction and work collaboratively across divisional and departmental boundaries.
- Excellent organisational skills and the ability to effectively prioritise.
- Ability to manage change and adapt to a fast-changing environment.

Personal qualities

- Welcoming and hospitable attitude.
- Ability to own and find solutions to problems.
- Commitment to living the Institute's values: Dare to be different; Make things happen; and Don't be mean.
- Enthusiasm and empathy for the Institute's purpose.

- Genuine commitment to equal opportunities, widening participation and the Institute's Inclusive Learning Environment.
- Good time management, with an ability to work under pressure and meet tight deadlines, whilst maintaining high attention to detail.

Desirable criteria [i.e. the criteria that it is desirable (but not essential) that an applicant should satisfy]

Qualifications

- Fellowship of Advance HE.

Experience and attributes

- None.

Personal qualities

- None

How to Apply

The closing date for applications is **TBC**

The application portal will open on **January 5th**, please visit [here](#) for the live link or request the link from Claudia claudia@andersonquigley.com

Applications should consist of:

- A full CV.
- A covering letter (maximum of 2 pages) setting out your interest in the role and details of how you match the knowledge and qualifications criteria of the person specification.
- Please include current salary details and the names and addresses of two referees. Referees will not be approached until the final stages and not without prior permission from candidates.

Should you wish to discuss the role in strict confidence, please contact our advising consultants at Anderson Quigley:

Kiersten Avery on +44 (0)7510 384 735 or kiersten@andersonquigley.com

Elyse Turner-Pearce on +44 (0)7808 648 559 or elyse@andersonquigley.com

