Strategy and Operations Lead
People and Organisational Development

Contents

Overview of the role

Strategy and Operations Lead

Location: Oxford city centre office with a flexible approach to remote working
Grade 8: £42,149 – £50,296 per annum (pro rata)
Full Time, Permanent Role

About the Role

A fantastic opportunity to shape the entire People and Organisational Development (POD) service at the University. The role will introduce systems and processes to ensure quality, consistency and the evolution of PODs services, ensuring that they are up to date and able to respond to broad ranging people challenges and opportunities at the University.

The role will develop a deep understanding of the common and emerging learning needs of the University and be able to work collaboratively to design and deliver low cost, high quality, scalable solutions. The role will champion and evolve POD's use of blended learning solutions in order to seize the benefits of digital learning but not lose sight of the value to face to face connection. They will bring expertise in digital content creation to the team and a broader understanding of how digital content can support programme delivery and people development.

The role will introduce financial controls and management reporting processes to support strategic decision making on priority projects, monitoring of spending across the whole team and allocation of key resources.

This role will lead the newly created strategy and operations team within POD, supporting the work distribution and development of a team of six people.

About You

You will be a strategic thinker, able to see the bigger picture and imagine what is possible, at the same time as being grounded in the detail and reality of what it takes to deliver.

You will have a customer service focused mindset, being motivated by continuous improvement and pushing the boundaries of what is possible. You will be passionate about learning and learning solutions that make a measurable difference.

You will be self-motivated and highly independent but enjoy working collaboratively and creating a supportive and nurturing environment for those in your team to develop.

More information

Please contact the Head of POD, Alice Chilver (alice.chilver@admin.ac.uk) for an informal chat about the role.

Key Responsibilities

1. Understand the nature, volume and progress of consultancy assignments, supported by POD that are taking place across the university.
    - Create, maintain and report on status and progress of POD's consultancy assignments.
    - Introduce client contracting structure, process and reporting for the POD team.
    - Identify patterns and trends that signal key emerging or growing issues of concern/ opportunity across the entire, or within parts of university.

2. Develop excellent relationships within the POD team and key stakeholders across the University. Provide exemplary customer service demonstrating a positive, can-do approach when interacting with the team and our stakeholders.
    - Identify opportunities and take action to reduce repeat enquiries, waiting lists, or under-utilised programmes through improved service provision.
    - Report on improvements delivered.
    - Work with POD consultants to create case-study reports on POD interventions.

3. Ensure POD's learning systems are fit for purpose and contribute to positive user experiences.
    - Evaluate the effectiveness of the learning systems that POD uses.
    - Provide recommendations for improvements or transition to new systems.
    - Deliver a consistent formula for reviewing the impact evaluation of programmes and deliver evaluation reports to the POD leadership team.
    - Design and deliver pilots that seek to introduce new learning methods.
    - Design and deliver train the trainer programmes where suitable.
    - Work with learning and development leaders across the University to share best-practices and form supportive hubs of expertise.
    - Establish a secure repository containing practice materials and resources for POD consultants.
    - Manage and work directly with the Digital Learning Coordinator and Portfolio Coordinator to ensure resources are updated and in keeping with POD brand.
    - Engage with external organisations for idea sharing.
    - Promote achievements at relevant events.

4. Manage the delivery of POD's portfolio of development programmes and training, identifying opportunities for continuous improvement and evolution, including bringing traditional face to face interventions to life using digital tools.
    - Introduce processes to keep up to date with the priority learning needs of the University.
    - Look for opportunities to refine and improve POD's offering to best respond to learning priorities and maximise the use of digital tools.
    - Work collaboratively with the team and key stakeholders to lead a review of current provision vs learning needs.
    - Understand the learning needs for mandatory training and work with the POD team and key stakeholder to design and deliver a revolving mandatory training programme for the University in the most efficient and effective way.
    - Lead on the development of digital learning assets, to include video and other bespoke digital content.

5. Manage the strategy and operations team, acting as subject matter expert, providing support, mentoring and development of team to ensure knowledge and skills align with sector developments and best practice.
    • Allocate and manage workload across the team and work with the Head of POD to manage and plan for peaks in delivery and demand.
    • Complete annual Personal Development Reviews within the team ensuring that individual objectives are stretching and motivational.

6. Lead the smooth operational management of the POD team
    • Provide strategic thinking and direction support to Head of POD and Heads of Hub within POD to think strategically about their delivery priorities going forward.
    • Lead the financial and budgeting processes, working hand in hand with senior POD team and the Finance and Admin role to establish best practice operating processes for cost-centre reporting.
    • Manage the POD office space and support teams to thrive in New Ways of Working with the right equipment and support that they need.
    • Manage HR processes such as recruitment and movement of staff.
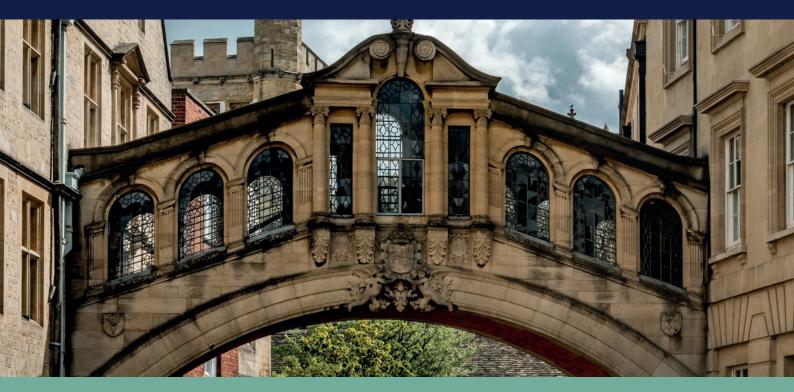
7. Deputise for the Head of POD where needed.

Selection Criteria

1. Communication: Experienced communicator with the ability to digest and analyse complex information and consider how to best design clear, easy to understand reports, presentations or other materials appropriate to the audience.

2. Efficiency: Evidence of excellent understanding of, and a drive for operational excellence. Be able to review, assess, redesign and implement efficient processes related to finance, operations and learning and development processes and support other team members to do so as well.

3. Management: Experience of managing a team with diverse talents and skills (preferably an operations / finance team and / or programme management team).

4. Financial: Experience of creating and managing internal budget processes, including cost-centre budget reporting, generating management reports, purchasing controls etc.

5. L&D: Experience of engaging and contracting consultants, facilitators and coaches to work within an established framework and financial model.

6. L&D: Experience of working collaboratively with consultants and stakeholders on programme design, creation and delivery. A good understanding of the practicalities of designing and delivering interventions and ensuring continuous improvement of such approaches and outcomes.

7. L&D: Experience of designing and deliver digital learning.

8. L&D: Evidence of being able to understand stakeholder needs and learning programme aims, and provide appropriate options and solutions.

9. L&D: Evidence of designing high quality solutions with limited budget, such as creating train-the-trainer high-volume programme delivery models.

10. Experience of dealing constructively with a changing environment, working flexibly and adapting to new situations to achieve constructive and successful outcomes.

11. Experience of working independently, organising and prioritising own work, negotiating with colleagues to establish priorities coupled with the ability to work flexibly and supportively as part of a team.

Desirable selection criteria

1. Experience of working in a learning and development team and/or environment.

2. Hands on experience of course, event or programme management.

3. Experience of designing and delivering high quality digital assets including video production and video editing skills.

4. Experience of managing an operations / finance team and / or programme management team.

About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities. Income from external research contracts in 2014/15 exceeded £522.9m and we rank first in the UK for university spin-outs, with more than 130 companies created to date. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information please visit www.ox.ac.uk/about/organisation

People and Organisational Development (POD)

POD's role is to support the University's strategic aims through the targeted development of people by:

- Formulating and informing strategy regarding people development across the University
- Promoting best practice in leadership and management and in people development
- Helping leaders and managers to enhance team, departmental and divisional effectiveness
- Enabling individuals to take charge of their own development through self-directed learning
- Supporting targeted development initiatives for under-represented groups
- Promoting equality, diversity and inclusive management practice throughout our work

Today, the POD team comprises 21 roles. POD is made up of four teams: the research staff hub; leadership hub; professional services hub and; strategy and operations team.

For more information please visit: http://POD.admin.ox.ac.uk

How to apply

Before submitting an application, you may find it helpful to read the 'Tips on applying for a job at the University of Oxford' document, at www.ox.ac.uk/about/jobs/supportandtechnical/.

If you would like to apply, click on the Apply Now button on the 'Job Details' page and follow the on-screen instructions to register as a new user or log-in if you have applied previously. Please provide details of two referees and indicate whether we can contact them now.

You will also be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants).

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

Please upload all documents as PDF files with your name and the document type in the filename.

All applications must be received by midday on the closing date stated in the online advertisement.

Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing departments.

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments)

Should you experience any difficulties using the online application system, please email recruitment.support@admin.ox.ac.uk. Further help and support is available from www.ox.ac.uk/about_the_university/jobs/support/. To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will be notified of the progress of your application by automatic emails from our e-recruitment system. Please check your spam/junk mail regularly to ensure that you receive all emails.

Important information for candidates

Pre-employment screening

Please note that the appointment of the successful candidate will be subject to standard pre-employment screening, as applicable to the post. This will include right-to-work, proof of identity and references. We advise all applicants to read the candidate notes on the University's pre-employment screening procedures, found at: www.ox.ac.uk/about/jobs/preemploymentscreening/.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for all academic posts and some academic-related posts. From 1 October 2017, the University has adopted an EJRA of 30 September before the 69th birthday for all academic and academic-related staff in posts at grade 8 and above. The justification for this is explained at: www.admin.ox.ac.uk/personnel/end/retirement/acrelretire8+/.

For existing employees, any employment beyond the retirement age is subject to approval through the procedures: www.admin.ox.ac.uk/personnel/end/retirement/acrelretire8+/.

From 1 October 2017, there is no normal or fixed age at which staff in posts at grades 1–7 have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of Opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Benefits of working at the University

University Club and sports facilities

The University Club provides social, sporting and hospitality facilities. It incorporates a bar, café and sporting facilities, including a gym. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See: www.club.ox.ac.uk and www.sport.ox.ac.uk/oxford-university-sports-facilities.

Information for international staff (or those relocating from another part of the UK)

If you are relocating to Oxfordshire from overseas, or elsewhere in the UK, the University's International Staff website includes practical information related to moving to and settling in Oxford such as advice on immigration, relocation, accommodation, or registering with a doctor. See: www.internationalstaffwelcome.admin.ox.ac.uk/

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is an organisation run by volunteers that aims to assist the partners of new staff to settle into Oxford and to provide them with an opportunity to meet people in the area. See www.newcomers.ox.ac.uk/

Childcare

The University has excellent childcare services with five University nurseries, as well as University-supported places at many other private nurseries. For full details including how to apply and the costs, see www.admin.ox.ac.uk/childcare.

Family-friendly benefits

The University subscribes to My Family Care (www.admin.ox.ac.uk/personnel/staffinfo/benefits/family/mfc/) and staff are eligible to register for emergency back-up childcare and adultcare services, a 'speak to an expert' phone line and a wide range of guides and webinars through a website called the Work + Family space.

Disabled staff

We are committed to supporting members of staff with disabilities or long-term health conditions. Please visit www.admin.ox-.ac.uk/eop/disab/staff for further details including information about how to make contact, in confidence, with the University's Staff Disability Advisor.

Staff networks

The University has a number of staff networks including the Oxford Research Staff Society, BME staff network, LGBT+ staff network and a disabled staff network. You can find more information at www.admin.ox.ac.uk/eop/inpractice/networks/

Other benefits

Staff can enjoy a range of other benefits such as free visitor access to the University's colleges and the Botanic Gardens as well as a range of discounts. See www.admin.ox.ac.uk/personnel/staffinfo/benefits