



Appointment of
Chief Operating Officer

“

At Roehampton, we know what we stand for as a University and have strong foundations and a rich heritage on which to build.”





Welcome

Roehampton is a University you fall in love with quickly. Everyone and everything came together to make me appreciate it. The sense of purpose and mission, the quality of the research and teaching we do here, the beautiful campus, the incredible and energising diversity of our students and staff, our ability to innovate, and most of all the powerful sense of community we have. I know if you join us that you will feel the same.

Our sense of community extends to the senior team. It is genuinely student focussed and drives the University forward in a way that is grounded in our values and our mission, which is to deliver social progress and change lives. We are committed to developing all of our students as individuals, supporting and challenging them in an inclusive community of learning, and equipping them with the confidence, knowledge and adaptability they need to lead a successful career and fulfilling life when they graduate, whatever path they choose to take.

Looking ahead, there will be important decisions to make. Even before Covid-19, Higher Education was facing the most challenging environment we had experienced for a long time, with increased competition, complex regulation and increasing costs. Our students are also facing challenges that students have not addressed before, both while studying and beyond. We need to deliver for them while they are with us, and prepare them for a world where technology is redefining economic and social structures, and one where solutions will need to be found for major global issues such as the post-Covid economic and social recovery, but also climate change and sustainability.

At Roehampton, we know what we stand for as a University and have strong foundations and a rich heritage, through our Colleges, on which to build. But we can't stand still, and that means we need to be well-led, continuously instilling confidence in our staff, students and external stakeholders that we are well managed and that they can continue to place their trust in us.

I am confident that being our new COO at Roehampton will be an incredibly rewarding role, especially for someone who has in equal measures, a commitment to the values of the University, a passion for the transformative nature of higher education and an understanding of the needs of our stakeholders. Our collaborative and supportive executive team is equally passionate about these values, and at the same time committed to addressing the challenges that lie ahead of us. I know you will enjoy working with us.



—Professor Jean-Noël Ezingard
Vice-Chancellor



Our Heritage

Roehampton has a history in education, through our four Colleges, that dates back over 175 years. Our Colleges were founded in the 19th Century and were pioneers in the provision of teacher training. Through our oldest college, Whitelands, we have provided higher education to women for longer than any other university in the country.

Today, our Colleges help us provide the friendly, welcoming community that makes Roehampton so distinctive, supporting student wellbeing, social life and the wider student experience. They also help engage our thriving global community of graduates. Our four Colleges are:



Digby Stuart College, founded by the Society of the Sacred Heart, a Roman Catholic religious congregation, in 1874.

Froebel College, established in 1892. The College takes its name from Friedrich Froebel, the German educational pioneer.


Southlands College, founded in 1872 by the Methodist Church.

Whitelands College, established in 1841 by the Church of England.

Roehampton Today

The educational missions of our four colleges are inspired by the values of social progress. These values inform the academic life of Roehampton today, including our teaching, research and engagement with communities and organisations locally, nationally and internationally.





Our Purpose today is to...

- change lives by helping our students to develop the confidence, knowledge and adaptability they need for a successful graduate career and fulfilling life
- understand and help to improve our world through a spirit of curiosity and discovery
- support, encourage and challenge each other in a friendly and inclusive community that values people as individuals

Our Commitment today is to provide...

- A community of learning based on partnership that encourages and supports all of our students and staff to achieve their aspirations
- An excellent education that enables our students to prepare themselves for a successful and fulfilling career in a rapidly changing world
- A curriculum that meets the needs and expectations of both students and employers, and that reflects the diversity of modern society
- An excellent research environment that makes a positive contribution to our understanding of the world and helps to improve lives
- A community that is characterised by friendliness, openness, inclusion and freedom of thought and expression
- A wide range of opportunities for our students to develop interests beyond their course of study, encouraging them to grow as individuals
- A network for communities and partners who share our values to work together in common purpose.


Excellent student education and a fulfilling wider experience

Our students are taught by our inspiring colleagues who work at the forefront of their disciplines and are passionate about what they teach. Our students graduate as confident, rounded individuals, with the ability to work with people from all backgrounds and are equipped for whatever direction they choose to take in life. Our graduates have some of the best employment rates of any modern university in London, and they join our thriving global community of alumni, who have a strong affinity with Roehampton and our colleges and share their expertise and knowledge with current students.

We also believe that a university experience does more than prepare our students for a successful career. We have a strong partnership with our diverse community of students and we provide an inclusive environment in which we encourage all of

them to succeed. We value our students as individuals, providing them with opportunities to develop their skills and interests from beyond their subject of study. This includes through more than 50 active student societies and many opportunities available for work placements, volunteering and study abroad. Our students also help shape how we run the University. Their views influence the way they are taught and the services we provide them and we work in partnership with Roehampton Students' Union to ensure the student voice plays a key role in decision making.

Over the coming years, we will need to ensure our education provides all our students with the very best chance of success and that our curriculum reflects their diversity and needs. We need to adapt how we teach to respond to the impact of technology, regulation and changes to how people want to learn. This means being more flexible in how and where we deliver education and in the subjects we teach. We need to ensure that we equip our students with the knowledge and skills they need to succeed in a workplace that will change radically and rapidly in the future.



Our students graduate as confident, rounded individuals, with the ability to work with people from all backgrounds and are equipped for whatever direction they choose to take in life.

Internationally-renowned research that changes lives

We have an excellent and international reputation for research, which reflects the distinctive culture that has been developed throughout our long history. Today, we have a research environment that fosters an inclusive, collaborative and inspiring community. We are also the most research-intensive modern university in the country.

Our research is recognised for its quality, reach and significance. From international animal conservation, tackling domestic violence and engaging the arts in easing age-related diseases, our research improves society, informs policy, enriches culture and changes lives. Research is also fundamental to our teaching. It shapes how we deliver education and enriches the experience of our diverse community of students.

Our ambition for the future is to develop a vibrant and sustainable research and knowledge exchange culture that prizes excellence in all its forms. We will be more outwardly engaged, doing more to share our research with partners in our local community, across London and around the world and ensure that the benefits it can deliver are felt as widely as possible. Our institutional values will continue to inform the research we do and the knowledge exchange activities we pursue.

Sustainability and innovation

We have a long history of adaptability and resilience, demonstrated through the coming together of our four colleges to form the diverse and vibrant University community we are today. A distinctive strength of Roehampton is the global networks we have through our providing bodies and we have the opportunity to harness these to build new partnerships in future.

We have a long-standing commitment to ensuring sustainability in the widest sense is central to how we operate. We already make a positive impact on environmental sustainability in many different ways, from the internationally-recognised work of our researchers in areas such as biodiversity and conservation, to our student-led Growhampton sustainable food project.

The challenges ahead will require us to be more innovative than ever, to diversify our activities, create new sustainable partnerships and, critically, to build our financial resilience so that we can invest for our future. We will need to do all we can to support our staff to develop and to share their knowledge and expertise with one another. Just as importantly, we are seeking to respond with vigour and urgency to ensure we consider environmental and ethical sustainability in everything we do.





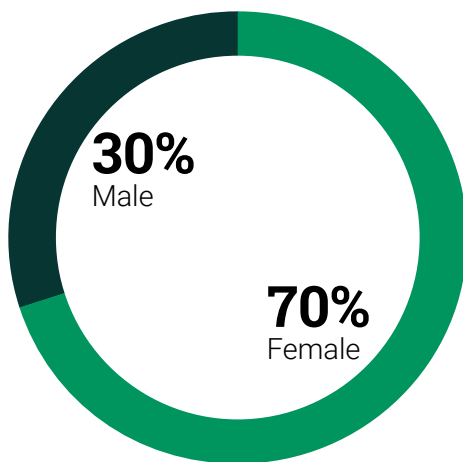
London's campus university

Our parkland campus is in south-west London, close to Putney, Hammersmith and Wimbledon, and within easy reach of central London. It has superb facilities, including state-of-the-art specialist teaching facilities, a diverse range of social spaces and a world-class library and media centre.

Studying and working with us gives our students and staff the best of both worlds: the friendly community feel of a traditional university campus, and the energy, culture and connections of one of the greatest cities in the world.

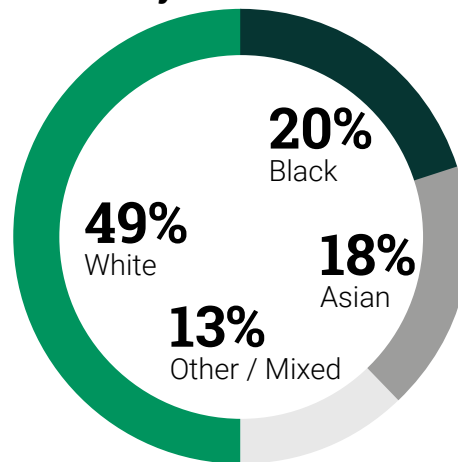
Key facts

Gender



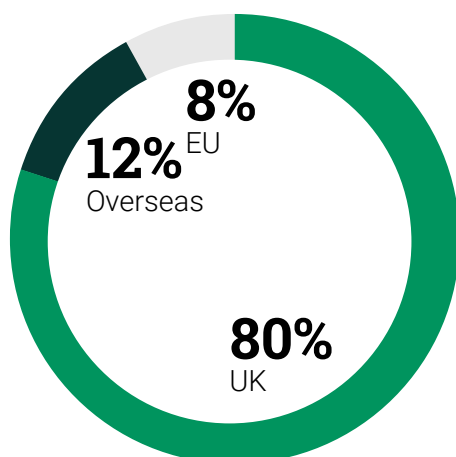
Gender split of on-campus students in 2018/19

Ethnicity



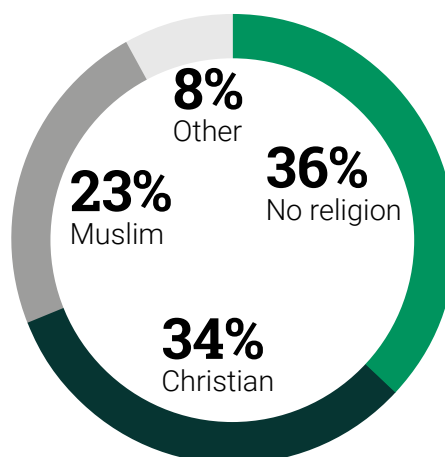
Ethnicity split of on-campus students in 2018/19

Domicile



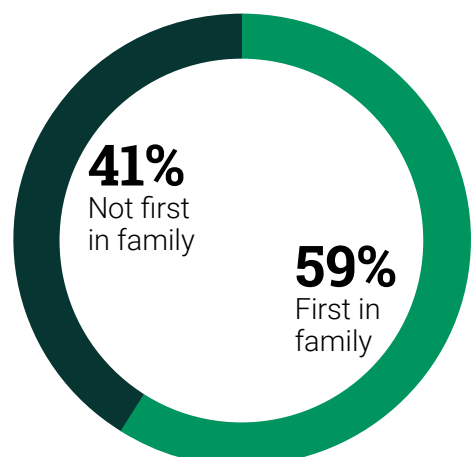
Domicile split of on-campus students in 2018/19

Religion



Religion split of on-campus students in 2018/19

First in family



First in family in higher education split of on-campus undergraduate students in 2018/19

93% of our students are in work or further study within six months of graduation

We are the most research-intensive modern university in the country

We have achieved a Silver award in the Teaching Excellence and Student Outcomes Framework (TEF)

Our new Library and Chadwick Hall developments both received RIBA London Awards and RIBA National Awards. Chadwick Hall was nominated for the RIBA Stirling Prize

The Role

The Chief Operating Officer (COO) will be responsible for improving the business capability, service effectiveness and overall efficiency of professional services to deliver academic success in teaching, research and knowledge exchange. The role includes accountability for a considerable resource base.

The COO will be responsible for University-wide physical and IT resource planning, reporting and operations, and direct service delivery of key professional services functions such as (IT, Estates, Library Services, Human Resources, Student Development and Support, Alumni, Development and Careers, Planning, Legal Services, and Governance and Secretariat), ensuring that the strategy and operations of these areas of professional services are effectively and efficiently aligned.

The COO will ensure that professional services are cohesive, efficient and provide a high-quality service to staff, students, and that their areas of responsibility are focused on achieving the objectives of the University's enabling strategies.

The Chief Operating Officer (COO) role is a member of the University's senior leadership team, supporting the Vice-Chancellor in the leadership, management and effective operation of the University. The responsibilities of the COO will encompass a significant strategic contribution element, providing input and leading on aspects of wider university strategy.

The COO will also have an extensive externally facing remit, working with the Vice-Chancellor and Provost's team to develop strong corporate and civic partnerships to support the delivery of academic and student support objectives as well as innovation in service delivery.





To lead the enhancement collaboration
and operational effectiveness across the
professional services.

Key responsibilities:

- To lead on the development of a single view of the student journey and all support services that underpin it, including seamless and integrated online and face-to-face support for students.
- To lead enhancement and operational effectiveness across the professional services.
- To ensure the areas of professional services under the remit of the COO are on track to achieve the objectives defined in the University's enabling strategies.
- Develop University wide environmental sustainability practices.
- Ensure a unified approach encompassing all professional and support areas - establishing standards, expectations, tone and culture across all professional service teams, enhancing internal customer service and student experience.
- Ensure that a robust project management approach is taken in the deployment of new initiatives to manage risk, resources and on-time delivery
- Ensure that we create sufficient capacity for investment in the development of the University, including its physical estate and IT infrastructure.
- Support the revenue diversification objectives of the University.
- Ensure that meeting our regulatory obligations (in particular Office for Students, Competitions and Markets Authority and UK Visas and Immigration) becomes part of business as usual, supported by lean processes, the right management information and robust assurance.
- Ensures delivery of relevant areas of the University's Enabling Strategies
- Lead and deliver on designated areas of the Roehampton 2023 (Covid-recovery) plan.

Key Relationships

The COO reports to the Vice-Chancellor and is a member of the Vice-Chancellor's Advisory Group (VCAG), comprising:

- Vice-Chancellor
- Provost
- COO
- Vice Provosts
- Director of Finance
- Director of Strategy and External Relations
- Academic Registrar
- University Secretary and Clerk to Council
- Director of Human Resources

The strong stakeholder relationship between the COO and Provost is critical to the academic mission of the institution, from academic quality & the student and staff experience to research and new knowledge exchange, and sustainability.

As a member of the VCAG the COO will be required to develop strong stakeholder relationships with their peers, providing the connecting thread that binds strategy to delivery to long-term resilience.

The Directors of Finance and Director of Strategy and External Relations, who report to the Vice-Chancellor, will also liaise with the COO on a number of administrative matters.

The COO liaises regularly with stakeholder such as the Chair of Council, Council members, and Student Union Officers.



Person Profile

Personal Qualities

- An individual with strong leadership skills, is authentic, works at pace, and with the drive and determination to put in place seamless, integrated operations and infrastructures.
- A 'people person', the COO will be outward facing, highly visible within the organisation, and naturally at ease with team members across different functions and levels of responsibility.
- A leader that develops, grows and supports people.
- A commitment to academic excellence in research, teaching, knowledge exchange and internationalisation.
- An individual who believes in the transformative power of education.
- The foresight and courage to act in the strategic and long-term interests of the organisation to ensure the long term sustainability of the University.
- Sound judgement, decision making, and commercially and politically astute.

Skills

- Highly numerate and financially literate.
- Adept at translating strategic imperatives into operational delivery in timely and effective ways to maximise value for money, quality and efficiency.
- Strong leadership and natural authority.
- Engaging communication skills but also understands the power of listening.
- The ability to drive change at pace and to oversee a number of high-stake concurrent projects and programmes.
- Can horizon scan quickly to assess situations and acts decisively.
- An individual who sees inter-dependencies and can juggle multiple strands to deliver seamless, efficient and effective digital and estates plans that ensure 'the trains run on time'.
- A strong attention to detail but doesn't "get lost in it"
- A solution focus, with the desire to fix and resolve.
- A rapid learner.





Experience

- Experience of leading and managing at scale in a post-18 educational environment or public sector. working at an executive level and/or member of a university executive group in a higher education environment.
- Extensive experience of navigating complex situations across different portfolios that enables objectives to be achieved or solutions found.
- Experience leading change which delivers long-term cultural and operational change and embeds new strategies.
- Significant experience of working Education and an in depth understanding of the broader HE landscape, environment, and likely direction of travel.
- A proven track record of service improvement, delivery, and adding value to organisations, colleagues and students.
- Significant experience of leading high performing teams.



Pay, Benefits and Additional Information

Location

Beautiful 54-acre parkland campus, with historic buildings alongside modern, cutting edge facilities, including one of the best university libraries in London. Our campus helps us provide a close-knit community for our students and an inspiring environment in which to study.

We are located in the heart of south-west London, close to Putney and Hammersmith and within easy reach of central London. Studying with us will give you the best of both worlds: the community feel of a traditional university campus, with the culture and nightlife of one of the greatest cities in the world.

Salary

Competitive salary dependent on relevant skills and experience.

Pension

The University support membership of the Teachers Pension Scheme, LPFA, and the USS.

Annual Leave

31.5 days per annum. In addition, the College is normally closed for 3 to 4 days between Christmas and New Year.

Family Friendly

Excellent provisions in relation to family friendly leave and pay.

Employee Assistance Programme

24/7 Confidential Support Staff and family members in their household have access to a free, external confidential support service for work, financial, legal, family and personal problems 24 hours a day, 365 days a year.

Community

All staff are welcome to attend exhibitions, lectures and events held by academic schools and departments.



How to Apply

University of Roehampton will be supported in this appointment process by the executive search firm Dixon Walter who will support the appointing panel in the discharge of its duties, both to assist in the assessment of candidates against the requirements of the role and to identify the widest possible field of qualified candidates.

Applications should consist of a full curriculum vitae and a covering letter of application addressing the job description.

The final appointment will be made subject to satisfactory references.

Closing date for applications:

5pm Wednesday 5th August 2020

Longlisting: w/c 3rd and 10th August 2020

Shortlisting: w/c 17th August 2020

Scheduled interview dates:

w/c 31st August 2020.

We are planning to hold interviews on our stunning campus in South West London. However, given the current climate, this is subject to change.

To find out more about this exceptional opportunity, contact our executive search firm at:

Alan Walter
tel 07876 766972





roehampton.ac.uk