



NORWICH
UNIVERSITY
OF THE ARTS

Chief Operating Officer

nua.ac.uk





We are one of the great British art schools: a specialist creative arts university that draws on 175 years of history, with our focus on the future and the role of creativity in addressing global challenges and opportunities.

We celebrate diversity and believe it to be at the core of any creative endeavour. Whatever your background, identity and prior experience, wherever you are from, we want you to bring your whole self to work each day, in an environment that recognises your unique contribution.

In choosing to work at Norwich University of the Arts you will join a community of creative academics, technicians and professional experts who are committed to delivering exceptional creative arts education, research and knowledge exchange. You will work in a stimulating and critically engaged workplace, where the creativity of all our students will develop because of your commitment.

We are renowned for our teaching quality. NUA was awarded Gold in the Teaching Excellence Framework and praised for how we encourage our students through “experimentation, creative risk-taking and team-working.”

We were named University of the Year for Student Retention by the Sunday Times 2020 Good University Guide, for the support we offer pre-enrolment to post-graduation. In 2021 we were ranked second in the World Brand Society’s league of Design Education Institutions. We won one award, came second in another, and were third in the University of the Year category at the 2020 WhatUni Student Choice Awards 2020.

You will work in the heart of Norwich. We are proud of our award-winning campus, which has played a pivotal role in regenerating an exciting quarter of the city. Our 21st century teaching spaces and workshops are housed in renovated buildings with medieval, Victorian and Edwardian heritage. NUA won the Outstanding Estates Strategy Award at the 2018 Times Higher Leadership and Management Awards.

Ninety-four per cent of our graduates are in work or further study six months after graduation, and NUA won a Guardian University Award for Employability and Entrepreneurship in 2019 for our innovative ‘gamification’ of careers advice. You will find our graduates in key positions across and beyond the creative sector and industries. There are of course Oscar nominees and BAFTA winners, but also rising stars who are honoured across the creative industries: from D&AD Pencil winners, to emerging fine artists, photographers and fashion designers.

We understand that making a career choice requires careful consideration. We hope that as you learn more about us you will be inspired by our ambitions for the future.

Prof Simon Ofield-Kerr
Vice Chancellor, Norwich University of the Arts

For further information on NUA and our Community please view at www.nua.ac.uk.



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Chief Operating Officer

Committed to equality and valuing diversity

NUA is committed to becoming an inclusive community that offers equality of opportunity and enables our staff and students to flourish and succeed, regardless of their background or personal circumstances.

Our commitment to equity, diversity and inclusion needs to be embedded in everything that we do. We endeavour to celebrate the diversity of our backgrounds, cultures and actions, promoting art and design as a catalyst of social change. As such, we are champions for the creative arts; empowering all of our students to be valued and productive members of society, with ambitions to reimagine and change the world.



Job Description

Chief Operating Officer

Reports to: Vice-Chancellor

Fine Art student,
St Georges Building



Chief Operating Officer

Job purpose

The Chief Operating Officer (COO) is a key role in the University's senior leadership team, supporting the Vice-Chancellor in the management and effective operation of the University.

The COO will make a significant contribution to strategy and decision making and drive performance across the institution in both academic and business related operations.

University progress and development is at the heart of the role, ensuring that the University is competitive in terms of resources, efficiency, and quality of service provision. A leader of organisational culture and values, the COO shares responsibility for promoting the University and enhancing its stature and reputation.

The COO is responsible for the University's fiscal standing and will ensure that it continues to maintain its current financial resilience and fund investment in its ambitious strategy for the next period.

The COO is also responsible for the quality and development of the University's human resources, its physical estate, facilities management and corporate technology infrastructure. Working closely with the Academic Registrar, this role will be pivotal in ensuring that the strategy and operations of professional services are effectively and efficiently aligned to support academic excellence.

The COO will ensure that these 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 strategy.

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 senior management team to develop strong corporate and civic partnerships to support the delivery of academic objectives as well as innovation in service delivery.



Stairway to Graphics,
Gunttons Building



Chief Operating Officer

Key responsibilities

- Work as a key member of the University's senior leadership team, playing a central role in the development and implementation of the University's Strategic Plan.
- Strategic management for financial resilience and the financing, funding and investment to ensure sustainability and the achievement of the planned growth and strategic plan.
- Strategic planning and development of human, physical and digital resources, and corporate services.
- Directly responsible for the leadership and management of Finance, Human Resources, Estates, Facilities and Corporate Technology.
- Management of commercial entities and campus enterprises fall within the remit of the role.
- Drive high performance across all operations, ensuring collaborative working and clear accountability. Ensure confidence in the services provided.
- Provide information, insight and advice to other senior managers across the University on efficiency of operations, enabling them to optimize their own areas of responsibility.
- Lead and develop the University's investment planning, capital plan and estates management, optimizing returns, facilitating institutional priorities and providing institutional assurance.
- Lead the strategy and efficiency of corporate technology and digital systems, ensuring integrity of data and information, and conformation with all legal requirements and University policies.
- Develop and lead on University wide environmental sustainability practices.
- Ensure that the University complies with the relevant legislation regarding all its financial matters and operating procedures, including oversight of the relevant policy frameworks.
- Identify and evaluate resource related risks, developing options and strategies to manage and mitigate risk. The COO also leads on the University's risk management infrastructure.
- Advise and support members of the University's Council in the discharge of their responsibility for the safe stewardship of assets.
- Keep abreast of national and international policy and practice affecting operations in the HE sector, including relevant legislation, and informing strategy and delivery in the University accordingly.
- Provide collective leadership around Equality and Diversity, Health and Safety, Data Protection, Fraud and Bribery, to ensure the University's highest standards are met.

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Lucy Goodall,
BA (Hons) Fashion



Chief Operating Officer

Person Specification

Personal Qualities Skills

- 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.
- With high EI, 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 that 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.

- Highly numerate and financially literate.
- Adept at translating strategic imperatives into operational delivery in timely and effective ways to maximise impact, return on investment, quality and efficiency.
- Strong leadership and natural authority.
- Ability to optimise University operations in the digital environment and realise future digital potential.
- 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.
- A creative, solution-focused approach to solving complex problems. 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

- A strong career track record of leading, delivering and developing diverse professional services and infrastructure which underpin a large and complex organisation.
- Experience of coordinating and assuring complex capital and revenue budgets, physical and digital resources, and business planning processes, which are strategically aligned across the institution.
- Experience of designing, delivering and evaluating major projects.
- Experience leading strategies which deliver long-term cultural and operational change and embeds new ways of working.
- Significant experience of leading high performing teams.



A busy student hub
at Duke Street



Chief Operating Officer

Further information

Equality, Diversity and Inclusion

All members of staff are required to support the University's policy on equality, diversity and inclusion and to ensure that their work practices reflect that commitment.

Health & Safety

All members of staff are responsible for ensuring their procedures and practices are compliant with the University's Health and Safety Policy.

Policies & Procedures

To comply with any policy and procedure as regularly updated and published on the intranet applicable to your role, e.g. Confidentiality, Data Protection, IT Acceptable Use, Disaster Recovery, Quality Management and Enhancement procedures etc.

Staff Development

Participate in Staff Appraisal and Development Review and Staff Development and Training activities as well as maintaining own subject knowledge.

Engage with the Higher Education Academy Professional Recognition Scheme as agreed with the line manager.

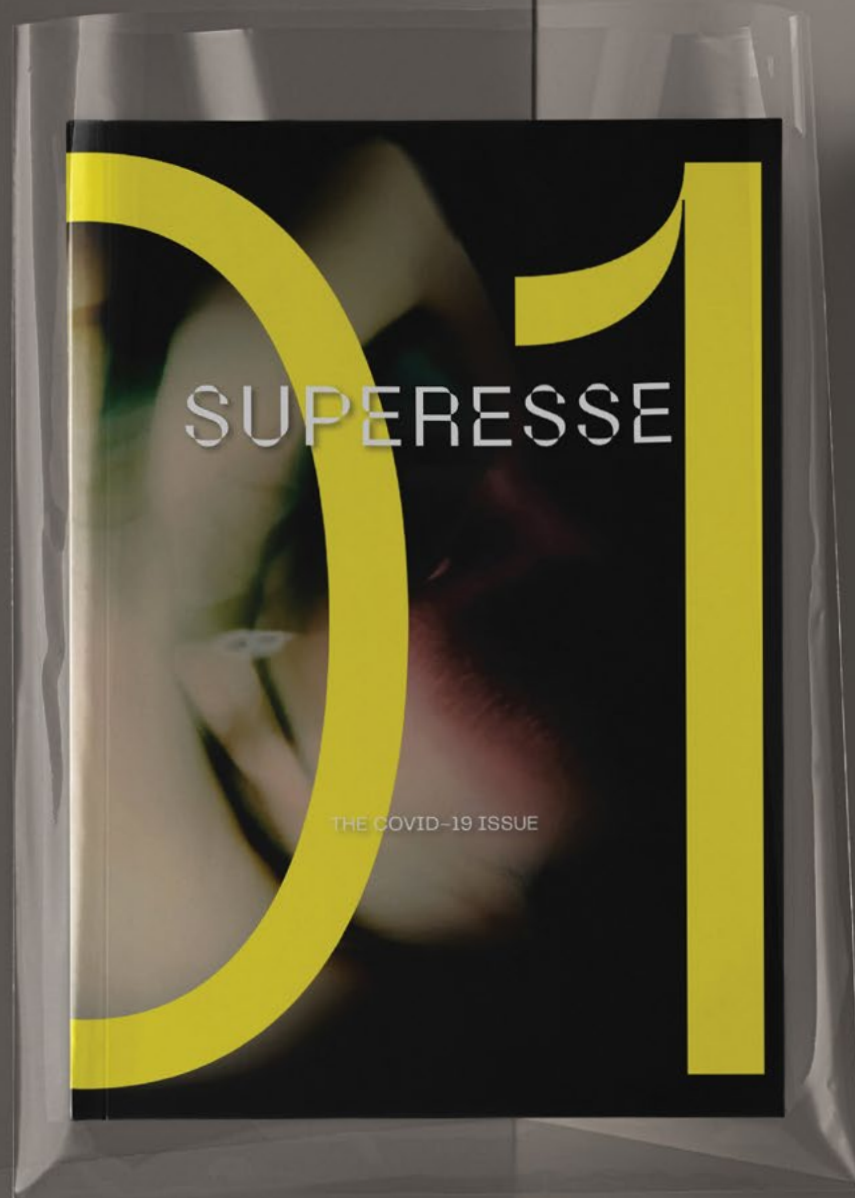
Confidentiality

Maintain confidentiality regarding all aspects of work.

Variation to Job Description

Norwich University of the Arts reserves the right to vary the duties and responsibilities of its employees within the general conditions of service. The duties and responsibilities outlined above will be periodically reviewed and may be altered as the changing needs of the University may require.

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Chief Operating Officer

General Information

Terms and Conditions of Appointment

On appointment, the successful candidate will receive a full statement of terms and conditions for Academic staff.

Duties

The duties and responsibilities are outlined in the job description contained in the post details pack.

You will be required to fulfil your duties and responsibilities on campus in Norwich (subject to current Government Guidance).

Starting Date

This post is available on an indefinite basis from April 2022.

Hours of Work

The standard hours of work are 35 hours per week and any additional hours as are necessary for the proper discharge of your duties and responsibilities.

Salary

An excellent remuneration package reflecting the seniority of this role will be available for the successful candidate.

Annual Leave

There is an annual holiday entitlement of 35 days, plus 8 statutory days. In addition, the University may grant up to 4 concessionary days leave per year when the University is closed.

Pension

Employees have the benefit of joining an excellent defined benefit pension scheme which builds up a pension on a "Career Average" salary basis to which the University currently contributes an additional 21.1%.

As a member of the scheme, you would be provided with a secure future retirement income, independent of share prices and stock market fluctuations. There is also cover in the event of early

retirement on the grounds of permanent ill-health, redundancy or business efficiency. Plus you have the option, on retirement, to exchange part of your pension for some tax-free cash.

From the moment you join, the benefits of the pension scheme also include life cover and family benefits for partners and children in the event of your death.

As a member of the Local Government Pension Scheme you have the security of these valuable benefits at a relatively low cost to you.

You can find out more about the pension scheme by visiting the Norfolk Pension Fund website at <https://www.norfolkpensionfund.org>

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Application and Recruitment Process

Job Description and Person Specification

Within this candidate brochure you will find the job description and person specification for the post for you to read before you complete your application.

- Job Description – provides information about the main duties and responsibilities for the position. It also describes the purpose of the post.
- Person Specification – sets out information about the characteristics that are essential and desirable to perform the duties in the job description eg knowledge, skills, experience, abilities and qualifications that the ideal candidate will have to enable them to fulfil the duties of the role. Candidates will only be shortlisted if they meet all the essential criteria.

How to apply

Applications should consist of a full curriculum vitae and a covering letter of application addressing the job and person specifications. Please could you also complete and return the Personal Details form to be found on the recruitment microsite.

Closing date for applications is **5pm on Friday 17th December**.

Preliminary interviews will be held with our retained advisors at Dixon Walter early in the New Year with final interviews set for the end of January 2022.

Accessibility

If you require copies of documentation in alternative formats, large print or Braille, please contact our advisors.

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Studios architects-to-be
in Boardman House



Chief Operating Officer

I would like to take this opportunity of thanking you for your interest in the position.

If you have any queries regarding any aspect of the recruitment and selection process, please contact Alan Walter at our retained advisors Dixon Walter by:

Telephone: 07876 766 972

Email: alan@dixonwalter.co.uk

Campaign site:

<https://dixonwalter.co.uk/opportunities/chief-operating-officer-nua/>

Prof Simon Ofield-Kerr
Vice Chancellor, Norwich University of the Arts



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