



DEPUTY DIRECTOR AND HEAD OF OPERATIONS AND DEVELOPMENT SERVICES

JOB DESCRIPTION

UCL – a university, a community, a world-class reputation ...

UCL is one of the UK's leading universities, a world-class multidisciplinary research and teaching institution, whose staff and former students have included 19 Nobel Prize winners. Founded in 1826, UCL was the first university in England to admit students regardless of race, religion or gender. It continues to thrive on the creativity and diversity of its community which today comprises 8,000 staff, 12,000 undergraduates and 7,000 graduate students from 130 countries across the globe.

Constitutionally part of the federal University of London, UCL is in practice an independent university, with an annual turnover of over £500 million. Its 70 departments span arts and humanities, social and historical sciences, law, architecture and the built environment, engineering sciences, mathematical and physical sciences, life and clinical sciences, and medicine. UCL includes academic units as diverse as the UCL Slade School of Fine Art, the UCL Bartlett School of Architecture and the UCL Institute of Child Health, which is associated with Great Ormond Street Hospital.

75% of UCL's departments received ratings of 'excellent' in national teaching quality reviews carried out between 1993 and 2001 and 60 departments achieved top (grade 5 and 5*) ratings in the 2001 Research Assessment Exercise. As a result of its track record, UCL receives substantial funding from government and charities, and more than £250 million is currently being invested in state-of-the-art facilities for cutting-edge research and teaching.

Situated at the heart of one of the world's greatest cities, UCL's historic central campus in Bloomsbury is within easy reach of several rail and underground stations, the Eurostar terminal and Heathrow airport.

UCL Development & Corporate Communications Office

In October 2004 UCL launched a formal campaign – Advancing London's Global University: The Campaign for UCL – aimed at raising £300 million over the decade for major capital projects, departmental projects, and an endowment for bursaries, scholarships and fellowships.

The Development & Corporate Communications Office (D&CCO) is responsible for managing the campaign and, as such, needs to work closely with the UCL academic community and the Corporate Support Services and with donors, whether individuals or organisations. The D&CCO is also responsible for UCL's alumni relations activities world-wide and for the implementation of a Corporate Communications Strategy.

The D&CCO comprises 50 staff. The staff establishment budget for 2005-06 is £2.0m and the annual non-staff budget is of the order of £1.25m.

The D&CCO has recently installed a new computer system (Advance) to support the fund-raising side of the D&CCO's activities. Further developments of the system and the implementation of the Web for Community software to support the provision of services for alumni are planned.

The Post

The post of Deputy Director (Operations & Development Services) has been established as a result of a review in this area to strengthen the co-ordination of all D&CCO activities, and to ensure that the fund-raising, alumni and corporate communications structure which has been put in place, is adequately supported with efficient and appropriate administrative services. An important aspect of this post is the utilisation of effective planning techniques across all the work of the D&CCO and responsibility for the day-to-day management of the support areas.

The post-holder will be one of four Deputy Directors and a key member of the Directorate and the Senior Management Team in the D&CCO.

The Deputy Director (Operations & Development Services) will work alongside the Deputy Directors responsible for Alumni Relations & Individual Giving, Major Projects and Corporate Communications, facilitating a collaborative approach and enabling them to provide an efficient service to UCL.

The primary purpose of the post is to manage all the services which support the alumni relations, fund-raising and corporate communications activities in D&CCO and in UCL more widely. The Deputy Director will be responsible for teams of staff in Alumni & Corporate Events, Database & Information Management, Prospect Research, and Resources. In this context, Resources includes personnel and other administrative resources, finance and gift management.

The post-holder will report to the Director of Development & Corporate Communications, who, in turn, reports directly to the Provost and Vice-Provost (Administration), but will work without direct daily supervision, will be self-motivated and be responsible for meeting his/her own targets and those of the teams reporting to the post-holder, as agreed with the Director of Development & Corporate Communications.

Specific responsibilities include:

- a) strategic and operational management of the teams of staff in Alumni and Corporate Events, Database & Information Management, Prospect Research and Resources
- b) oversight of the staff and non-staff budgets for the D&CCO and ensuring their proper control, monitoring and management
- c) co-ordination and management of development support services across D&CCO
- d) co-ordination of the preparation of the annual operational plan and the 2-3 year planning statement for D&CCO
- e) effective planning and co-ordination of the activities of the D&CCO, working in close association with the Director and the other Deputy Directors
- f) management of the interface with the other UCL Corporate Support Services Divisions, especially Human Resources, Finance and Management Systems, on all matters relating to the operation of "development services" in the D&CCO
- g) representation of the D&CCO on the Risk and Efficiency Committee and the Administrative Systems Steering Group (AdSSG)

- h) researching, drafting and presenting reports and briefing notes to UCL Committees, and involvement in working groups (UCL-wide and within the D&CCO) as necessary
- i) membership of the Directorate and Senior Management Team in D&CCO and contribution to its strategic management
- j) chairing any future project board for IT procurement for the D&CCO and working on this with UCL Management Systems and Procurement Services
- k) responsibility, with UCL Management Systems, for the implementation of further developments to the D&CCO's Advance IT system and any other IT developments in the D&CCO
- l) ensuring that management information and data on the Campaign for UCL (e.g. monies raised) and on the D&CCO's other activities are regularly collected, analysed and reported on in an accurate, efficient and timely manner within the D&CCO and to the Provost, UCL Officers and Committees as appropriate
- m) responsibility for ensuring that all D&CCO procedures and practices comply with UCL policy and practice
- n) taking a leading part in staff development for all staff in the D&CCO, in conjunction with the Director and the members of the Senior Management Team, but especially with the staff in the postholder's teams
- o) undertaking all duties in line with UCL policies and procedures, and promotion of equality of opportunity in all its forms
- p) representation of the D&CCO at appropriate events and other activities as agreed with the Director
- q) other such duties and assignments as may be reasonably requested by the Director.

Qualifications and Skills

The successful candidate must have exceptional and demonstrable managerial, organisational and planning skills, coupled with knowledge of budgeting and financial management

- proven leadership and people management skills gained in a senior position in a large and complex organisation, either in the commercial or the "not for profit" sectors
- experience of working in an environment where information technology (including use of databases), IT procurement and project management underpin the performance of the operation
- experience of formulating operational strategy including KPIs (key performance indicators) and reporting on the same
- a good understanding of the requirements of auditing procedures
- experience of performance and quality management techniques
- strong analytical and problem solving skills
- education to degree level

- excellent communication skills, both oral and written, and interpersonal skills that enable the development of effective working relationships at all levels across UCL
- a clear understanding of the implications of UCL's commitment to equality and diversity for this role and for the work of the UCL D&CCO
- a sympathy for fundraising and related activities is essential
- a knowledge of university organisation and funding is desirable.

References

Candidates are required to nominate three employment referees, of whom one must be the applicant's current employer, and to indicate when these individuals may be approached.

Terms & Conditions of the Appointment

Salary

The salary will be circa £55,000 (Grade 10) – negotiable, according to experience – and is subject to annual review based on performance.

Starting Date

It is hoped that the successful candidate will be able to start as soon as possible.

Hours of Work

The working week averages broadly 36.5 hours and the post-holder will be required to work such hours as are necessary to perform his/her duties, including, on occasion, evenings and weekends. As a Senior Officer the Deputy Director (Operations & Development Services) will be required to be contactable outside normal working hours in the event of an emergency or unforeseen problem relating to the work of the D&CCO.

Annual Leave

Annual leave is 27 working days. UCL also closes for a period at Christmas and Easter, at which times staff benefit from a total of six 'closure days' in addition to Bank Holidays. In accordance with audit guidance, the post-holder is required to take at least two weeks' continuous annual leave each year.

Pension

The appointee will be eligible to join USS (the Universities Superannuation Scheme) to which the employer currently contributes 14% and the employee 6.35% of salary.

Probation

The appointment will be subject to receipt of satisfactory references and a probationary period of nine months.

Relocation Expenses

Details of UCL's policy for the reimbursement of relocation expenses can be found at http://www.ucl.ac.uk/hr/docs/relocation_expenses.php. This post is considered the equivalent of a Professorial appointment for the purposes of the UCL Relocation Scheme.

Season Ticket Loans

A season ticket loan is available on successful completion of the probationary period, with the facility to repay through a monthly deduction from salary.

Other Benefits

These include:

- access to an extensive range of in-house staff development opportunities. Staff have full use of UCL libraries, and UCL operates a Study Assistance Scheme for those undertaking part-time work-related study.
- the main campus has subsidised cafeterias/bars and shops, gym, hairdresser and a travel agent. UCL staff can also benefit from corporate membership at a Tottenham Court Road gym. UCL also has its own 550 seat West End arts venue (the UCL Bloomsbury Theatre) which hosts drama, dance, music, debates and lectures during the year.

UCL Policies

The post-holder will be expected to follow actively UCL's policies, including Equal Opportunities and Race Equality policies. Information on UCL's employment policies can be found at <http://www.ucl.ac.uk/hr/>.

The post-holder must maintain an awareness and observation of Fire and Health & Safety Regulations.

UCL operates a No Smoking Policy, which does not permit smoking at work other than in designated areas.

Applications

Applicants are requested to complete an application form and return it to Miss Gurjit Matharu, Development and Corporate Communications Office, Gower Street, London WC1E 6BT, email: g.matharu@ucl.ac.uk, tel: + 44 (0)20 7679 9202, fax: +44 (0)20 7209 0117.

Applications must be received no later than 5pm on the 24th January 2006.