



## JOB DESCRIPTION AND SELECTION CRITERIA

<b>Job title</b>	<b>Director of Operations</b>
<b>Division</b>	<b>Mathematical, Physical &amp; Life Sciences Division (MPLS)</b>
<b>Department</b>	<b>Begbroke Science Park</b>
<b>Location</b>	<b>Begbroke Science Park</b>
<b>Grade and salary</b>	<b>Grade 10 £61,198 - £70,918</b>
<b>Hours</b>	<b>Full Time</b>
<b>Contract type</b>	<b>Fixed term - 5 years</b>
<b>Reporting to</b>	<b>Divisional Registrar</b>
<b>Vacancy reference</b>	<b>168847</b>

### ***Overview of the role***

The Director of Operations is central to the operational delivery of the vision for the Oxford University Begbroke Science Park (BSP). A unique feature of the role is the need to run a commercial space-letting business for high-tech R&D activity, while also supporting the university departments which operate on the site – recognising the different cultures, and seeking to facilitate their smooth integration and harness opportunities for synergy across traditional boundaries.

You will contribute to the strategic management and operation of the Park – responsible for carrying out the full range of professional managerial duties (including financial control, marketing, personnel, and buildings and infrastructure management) and for line managing the Begbroke Directorate team. You will also play a pivotal role in supporting the ambitious plans to develop BSP as part of a new 'innovation district' (to be delivered in partnership with Legal & General). There will be rapid growth on the site, with step changes occurring at intervals: you will play a key part in facilitating these, contributing to the development of the management and operational approaches, and leading the Directorate team through a period of change. Excellent inter-personal, presentational and communication skills, together with the ability to command the confidence of senior figures in industry, academia, local authorities, and other public bodies are essential for this position.

You will work closely with a range of teams in the Mathematical Physical and Life Sciences (MPLS) Divisional Office on these development plans to ensure alignment with divisional strategy. Acting as a client representative, you will be expected to play a key co-ordinating role in the site expansion, assisting with the development of project briefs, and liaising

closely with both internal (e.g., academic departments, Oxford University Estates Services Intelligent Client Function, University Pro-Vice-Chancellors) and external stakeholders (e.g., Cherwell District Council).

You will be responsible for day-to-day operational, commercial, and financial management of BSP, covering both the academic space on the site (known as 'functional' estate) and the commercially-let space. You will establish and maintain agreed protocols for property management with Estates Services and will require a good understanding of the different needs and aspirations of university academic groups and commercial high-tech tenants. Optimising the income-generating potential of the site is an important element in the MPLS five-year financial plan (for 2023-28).

You will develop and implement the business plans for managing and operating further new business functions as the BSP strategy develops. This will include enhancement of research and innovation support on site, development of improved amenities, phased integration of the existing Science Park into the wider development, and the introduction of new service charging models.

## **About Begbroke Science Park**

Oxford University Begbroke Science Park (BSP) sits on a core 10 acre site within a 300 acre land holding, approx. 5 miles north of central Oxford. The Science Park operates as a single shared service for both University and commercial tenants, hosting buildings which variably combine interdisciplinary (multi-department) University occupancy, single or multiple commercial tenancy, and both University and commercial tenancy in the same or adjacent spaces. There are approx. 600 staff on site, split across 30+ companies and 20+ University research groups.

Since its inception in 2000, BSP has been a key plank in Oxford University's strategy to enhance the real-world impact of its research. In particular, it is a key vehicle for increasing the level of University to Business interaction – by facilitating industry led near-market research, providing access to specialist facilities, and supporting the development of technology-led high tech start-up companies. Following the establishment of investment company Oxford Science Enterprises plc<sup>1</sup> (in 2015), there has been a significant increase in the number of University spinouts: BSP plays a key role in ensuring the successful growth of these companies, for the benefit of society and the University.

### *Organisational structure and the role of the Directorate*

BSP is a unit within the Mathematical, Physical and Life Science (MPLS) Division. The Director of Operations reports and is accountable to the MPLS Divisional Registrar (Chief Operating Officer) and the Begbroke Management Committee (which includes senior representatives from departments with a footprint on site, the MPLS Division, and central units such as Estates Services). The post works closely with the MPLS Associate Head of Division (Estates and Capital Planning), MPLS Head of Strategic Planning and Projects, and MPLS Head of Research Support on strategic planning for the site.

The BSP Directorate manages and markets the site and maintains site-wide infrastructure and services, working closely with relevant University professional services teams (e.g., Estates, Legal Services, and Research Services). Recently, BSP has expanded its entrepreneurial Research and Innovation function with a Deputy Manager (Research and Innovation) and creation of the *Agile Lab*, a shared space laboratory which has incubated 15 new businesses in the past 3 years.

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<sup>1</sup> <https://www.oxfordscienceenterprises.com>

## *Future vision*

BSP and the surrounding University landholdings have been identified for development in the Cherwell District Local Plan (Partial Review Part 1).<sup>2</sup> The 'PR8' site will deliver a new urban neighbourhood, 'Begbroke Innovation District', comprising residential, commercial, and academic space, along two new schools and other new infrastructure and amenities.

This vision is being implemented in phases through Oxford University Development Ltd, as part of the University's Joint Venture with Legal and General. Phase 1 is currently under construction, with two new buildings due to open doors in early 2025. One will deliver 4,000m<sup>2</sup> NIA of new space for University departments; the other will provide 6,000m<sup>2</sup> NIA of commercially lettable space. A masterplan for development beyond the existing core BSP site has been developed, and an outline planning application was submitted in August 2023.

## **ABOUT THE MATHEMATICAL, PHYSICAL, AND LIFE SCIENCES (MPLS) DIVISION**

Oxford is widely recognised as one of the world's leading science universities for teaching, research and innovation. The Mathematical, Physical, and Life Sciences (MPLS) Division is one of the four academic divisions of the University, alongside the Humanities, Social Sciences and Medical Sciences Divisions. It is led by an academic Head of Division (Professor Sam Howison) and an administrative Divisional Registrar (Dr Tracy Gale) and comprises nine of the University's academic departments – Biology, Chemistry, Computer Science, Earth Sciences, Engineering Science, Materials, the Mathematical Institute, Physics, and Statistics – as well as Begbroke Science Park, the multidisciplinary Ineos Oxford Institute for Antimicrobial Research and an interdisciplinary Doctoral Training Centre.

MPLS is proud to be home to some of the most creative and innovative scientific thinkers and leaders in academia, whose interdisciplinary research is tackling major societal and technological challenges, from new energy solutions or improved cancer treatments to understanding climate change processes and helping to preserve biodiversity, tackling antimicrobial resistance, advancing AI and quantum technologies and space exploration, and much more. The quality and impact of our work have been recognised by successive rounds of the national Research Excellence Framework and Teaching Excellence and Student Outcomes Framework exercises, and our departments frequently top the major higher education league tables. We teach around 7,300 students (including around 3,400 graduate students) and are playing a key part in training the next generation of leading scientists.

Divisional activity is co-ordinated and represented by the MPLS Divisional Office based at 9 Parks Road, in the heart of Oxford's Science Area. The Divisional Office, which is led by the Divisional Registrar, has around 55 dedicated members of staff, as well as a number of colleagues who are embedded in divisional teams but based in central University services (e.g. in Finance, HR and Development).

To find out more, please visit: [www.mpls.ox.ac.uk](http://www.mpls.ox.ac.uk).

You can find out more about teams and people in the Divisional Office at: <https://www.mpls.ox.ac.uk/about/the-divisional-office/our-team>

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<sup>2</sup> <https://www.cherwell.gov.uk/download/downloads/id/9710/adopted-cherwell-local-plan-2011-2031-part-1-partial-review-web-reduced.pdf>

## ***Responsibilities/duties***

### **1 Operational Management of BSP**

#### **1.1 Financial management:**

- Strategic and financial management of BSP within University financial regulations, with accountability to the Begbroke Management Committee.
- Responsible for the preparation and management of the Directorate budget, ensuring that revenue and margin targets are met to ensure profitable growth (and contributing to the wider MPLS five-year financial plan), and maintaining appropriate service levels.
- Development and implementation of innovative business models for managing the academic, commercial and shared-use property offers, the estate as a whole, and any other needs as they arise. These models will typically lack precedent elsewhere in the University. A key initial task for the postholder will be agreement and implementation of a new service charge model.

#### **1.2 Working with academic departments:**

- Take a proactive approach to building relationships with the academic departments on-site, building understanding of departmental needs, opportunities and challenges, and working in partnership to develop service provision accordingly.

#### **1.3 Commercial lettings:**

- Responsible for the promotion and management of all commercial lettings at Begbroke Science Park to complement the expertise within the University.
- Responsible for development and implementation of appropriate client focused services and new models of business interaction in support of the University's innovation, impact and business interaction activities.

#### **1.4 Physical resources, facilities management, and site-wide services:**

- Responsible for delivery of the shared operational services to the site as a whole.
- Responsible for the internal fabric of the University 'functional' estate assigned to the BSP Directorate (within existing Estates Services protocols).
- Responsible for external and internal fabric of the commercial properties, line with the bespoke protocols which have been established.
- Current shared services provided by the BSP Directorate include facilities management, reception, IT, administration, catering, cleaning, waste management, and a minibus shuttle service. You will be responsible for developing the range of services offered as the site expands, ensuring appropriate service levels are maintained, and with an eye to making enhancements as appropriate.
- Contribute to, and advise on, the development of management and operational approaches and policies to support the needs of the innovation district and its tenants as the site evolves.

#### **1.5 Staffing:**

- Responsible for all staffing matters (including non-academic and academic-related staff) within the Begbroke Directorate.

This includes allocation of duties, management of recruitment and selection, performance management, disciplinary issues in accordance with University guidelines,

providing support and advice for staff in all aspects of their work and for staff training and development. Currently the operational teams comprise 35 staff managed overall by the postholder (with 6 direct reports heading up functional teams).

### **1.6 Information Security:**

- Responsible for the development and implementation of the Science Park's Information Security Policy, in line with University guidelines and procedures.

### **1.7 Health and Safety:**

- Responsible for the health, safety and welfare of all Begbroke Directorate staff in compliance with University health and safety policies.
- Responsible for implementing appropriate health and safety protocols in all buildings under the management of the Science Park. This includes ensuring that health and safety matters are appropriately delegated to tenant departments and tenant companies (be they in University, commercial, or mixed use space).

## **2 Strategy, planning, and site development**

Development of the long-term vision and strategic plan for BSP and PR8 is led by the MPLS Divisional Office, relevant University Pro-Vice Chancellors, and Oxford University Development Ltd.

In support of this, the Director of Operations will:

- Contribute to and advise on planning and strategy development.
- Act as the BSP site lead and client representative as appropriate for delivery of the agreed plans and vision, including the interface with the wider PR8 development.
- Support delivery and implementation of the vision through 5-year strategic, financial, and business planning.
- Ensure the sustainability and financial viability of BSP operations and support its long lasting and significant impact on the University as whole.
- Define stakeholders and potential occupiers and contribute to the development of the stakeholder/occupier communication and engagement strategy.
- Act as a client representative for construction projects taking place at BSP, as appropriate, working closely with all key stakeholders to deliver a campus and buildings that meet user needs and the long-term strategic goals of the University. This may include co-ordinating the definition of end user briefs (supported by consultant project teams as applicable).
- Contribute to the development of improved amenities on site.
- Develop and secure buy-in for new policies and financial models.
- Represent BSP and its interests within MPLS, and the (joint) interests of BSP and MPLS within the wider University, through membership of various committees or ad hoc working groups, preparation of management information reports, or direct advice.

## **3 Connectivity**

### **3.1 Communication:**

- You will play a key role in facilitating communication across and between the communities at BSP, acting as the main point of contact between the Science Park, MPLS Division, and wider University.

- Working with the Directorate staff, you will encourage good communication and network links between BSP and the wider Oxfordshire/regional knowledge economy and innovation ecosystem.

### **3.2 Marketing and Networking:**

- Refine the BSP brand and strengthen its market positioning within the academic context set by MPLS.
- Act as ambassador for both BSP and Oxford University.
- Define and implement the programme of events and activities undertaken by BSP to: network the communities on site; bring external communities and suppliers to the BSP; maintain the profile of BSP in the county as a location of choice for science-based businesses; create connections between interested parties and University colleagues to foster innovation and research opportunities; and work with other University Innovation Centres (e.g., the BioEscalator).

### **3.3 Other outreach activities:**

- Responsible for a programme of activities and events at BSP that enable the University to reach out and engage directly with both the local community and the wider business enterprise for the benefit of all.

This includes events to showcase STEM careers to schools, and support of continuing professional development (CPD) provision (currently nanotechnology portfolio of postgraduate and professional courses).

## ***Selection criteria***

### **Essential**

#### **Operational experience**

- Extensive experience and proven ability in financial management, business planning, budgetary responsibility, and the management of commercial activities
- Proven ability to lead a team of operational heads, to set a clear direction of travel for team operations, and to build and promote effective working relationships across the team
- Experience of change management to improve processes or services
- Excellent communication skills (in both spoken and written English), including the ability to write concisely and clearly on difficult/complex issues for a range of different (often non-specialist) audiences and judge sensitivities appropriately
- Attention to detail and a high level of accuracy, including the ability to analyse and evaluate complex topics and intricate scenarios
- Adaptability and willingness to deploy a range of IT skills including standard office packages and records systems

#### **Strategic skills**

- Proven ability at a senior level to contribute to and participate in strategic planning, including the delivery of complex operational objectives and devising implementation plans that support strategic needs
- Excellent organisational and planning skills with the ability to organise own varied and demanding workload effectively
- An understanding of innovation within the context of both a university setting and in supporting high-tech companies to grow.

### **Interpersonal skills**

- Excellent interpersonal skills with an innate ability to forge productive working relationships across organisational and management boundaries, and with staff at all levels of seniority in a complex organisation
- An ability to inspire confidence amongst academic staff and build trust with business partners and other external bodies
- Proven ability to negotiate with, and influence, stakeholders at all levels of seniority in order to solve problems and build consensus

### **Desirable**

- Experience of managing property, or working with commercial entities
- A good honours degree ideally in a science subject, or equivalent experience with an enthusiasm for promoting and supporting leading-edge scientific research
- An understanding of environmental sustainability drivers and ability to identify energy-saving and carbon reduction opportunities (in use, and during building construction)

### **How to apply**

Applications are made through our online recruitment portal. Information about how to apply is available on our Jobs website <https://www.jobs.ox.ac.uk/how-to-apply>.

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

As part of your application you will be asked to provide details of 2 referees and indicate whether we can contact them now.

You will 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)

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

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

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### **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 department(s).

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).

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### **If you need help**

Application FAQs, including technical troubleshooting advice is available at:  
<https://staff.web.ox.ac.uk/recruitment-support-faqs>

Non-technical questions about this job should be addressed to the recruiting department directly

To return to the online application at any stage, please go to: [www.recruit.ox.ac.uk](http://www.recruit.ox.ac.uk).

Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.



## Important information for candidates

### *Data Privacy*

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: <https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy>. The University's Policy on Data Protection is available at: <https://compliance.admin.ox.ac.uk/data-protection-policy>.

### *The University's policy on retirement*

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82** of 30 September before the 70<sup>th</sup> birthday. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: <https://hr.admin.ox.ac.uk/the-ejra>.

There is no normal or fixed age at which staff in posts at other grades 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**

### **Employee benefits**

University employees enjoy 38 days' paid holiday, generous pension schemes, travel discounts, and a variety of professional development opportunities. Our range of other employee benefits and discounts also includes free entry to the Botanic Gardens and University colleges, and discounts at University museums. See <https://hr.admin.ox.ac.uk/staff-benefits>

### **University Club and sports facilities**

Membership of the University Club is free for all University staff. The University Club offers social, sporting, and hospitality facilities. 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](http://www.club.ox.ac.uk) and <https://www.sport.ox.ac.uk/>.

### **Information for staff new to Oxford**

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service website includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See <https://welcome.ox.ac.uk/>

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependants. See <https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme>

### **Family-friendly benefits**

With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. We also subscribe to the Work+Family Space, a service that provides practical advice and support for employees who have caring responsibilities. The service offers a free telephone advice line, and the ability to book emergency back-up care for children, adult dependents and elderly relatives. See <https://hr.admin.ox.ac.uk/my-family-care>

The University has excellent childcare services, including 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 <https://childcare.admin.ox.ac.uk/>

### **Disabled staff**

We are committed to supporting members of staff with disabilities or long-term health conditions. For further details, including information about how to make contact, in confidence, with the University's Staff Disability Advisor, see <https://edu.admin.ox.ac.uk/disability-support>

## 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 <https://edu.admin.ox.ac.uk/networks>

## 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 settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See [www.newcomers.ox.ac.uk](http://www.newcomers.ox.ac.uk).

## Oxford Research Staff Society (OxRSS)

A society run by and for Oxford University research staff. It offers researchers a range of social and professional networking opportunities. Membership is free, and all researchers employed by Oxford University are welcome to join. Subscribe at [researchstaff-subscribe@maillist.ox.ac.uk](mailto:researchstaff-subscribe@maillist.ox.ac.uk) to join the mailing list to find out about upcoming events and other information for researchers, or contact the committee on [committee@oxrss.ox.ac.uk](mailto:committee@oxrss.ox.ac.uk). For more information, see [www.ox.ac.uk/oxrss](http://www.ox.ac.uk/oxrss), Twitter @ResStaffOxford, and Facebook [www.facebook.com/oxrss](http://www.facebook.com/oxrss).