

FACULTY OF MEDIEVAL AND MODERN LANGUAGES

Job title	Operations Manager
Department	Faculty of Medieval and Modern Languages
Division	Humanities
Location	41 Wellington Square
Grade and salary	Grade 7 £36,024 - £44,263 per annum
Hours	Full-time
Contract type	Fixed term for two years [The Faculty will be moving to the Schwarzman Centre for the Humanities in academic year 2025-26, at which point there may be significant changes to this role].
Start date	As soon as possible
Reporting to	Head of Administration and Finance
Vacancy reference	168943

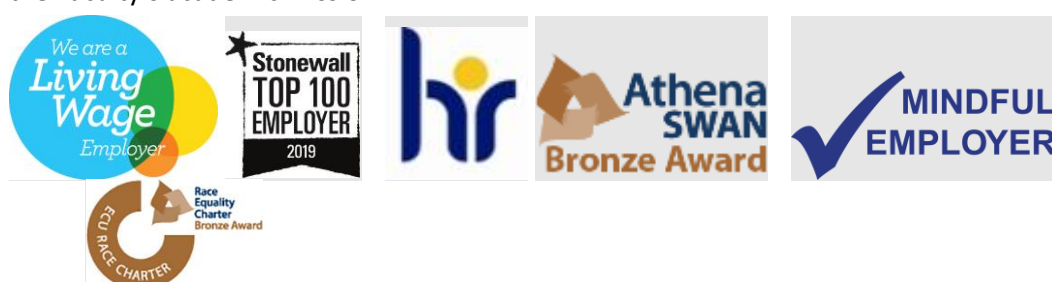
Overview of the role

The Faculty of Medieval and Modern Languages is seeking to appoint a proactive and pragmatic Operations Manager to support the smooth running of operational functions and services within the Faculty, including line management of the office and premises roles (three posts); and day to day liaison with HR, Estates and IT functions.

They will have particular responsibility for managing the processes and platforms that ensure effective coordination of information across the Faculty. This will include coordinating content for SharePoint and the website; oversight of Faculty membership records and onboarding processes; and leading on internal communication and committee servicing processes – ensuring decisions and information are communicated effectively across the Faculty’s disparate membership.

Alongside the HAF and Education Manager, the postholder will be part of the Faculty’s Senior Management team responsible for ensuring ensuring the Faculty’s professional services team are well placed to provide seamless support for all of the Faculty’s strategic priorities.

This is a pivotal role in a time of transition for the Faculty’s professional services team. It creates an exciting opportunity for a resilient and energetic individual to play a key role in the ongoing success of the Faculty’s academic mission.



Key responsibilities

1. Provide accountable, responsive and supportive line management to the Faculty support team (currently three members of staff) - balancing workload across the team and engaging/training additional temporary staff where necessary.
2. Develop and maintain effective working relationships with other members of the Professional Services team - liaising with the Faculty's Education Manager/Academic Administration team and IT, HR, estates and finance staff to ensure that local needs are understood, that processes 'join up' seamlessly and that accountabilities are clear.
3. Develop an understanding of wider Faculty needs and strategic priorities to ensure that efficient processes take academic considerations into account.
4. Management and coordination of information across the Faculty's platforms, including SharePoint, network drives and website content, and use of mailing lists.
5. Ensuring operational policy and processes are fit for purpose and well documented; and encouraging a culture of continuous improvement and learning from experience to continually refine these processes.
6. Responsibility for maintenance of the Faculty's membership records and approval processes.
[In addition to c. 140 individuals employed by the Faculty on a variety of contracts – including academics, researchers and professional services staff - there are a further 50 members in 'college' posts, plus a number of casual workers and academic visitors/Honorary Faculty Research Fellows.]
7. Accountability for the Faculty's induction and 'on boarding' processes for Faculty employees and other Faculty members, liaising with HR and IT as needed.
8. Support the Faculty's governance structures by overseeing effective committee servicing and communication/transparency of decisions/actions.
9. Ensuring the HAF and Faculty Board Chair have appropriate oversight of Health and Safety, security and other operational risks.

This is a senior role within the Faculty's professional services team, however, the Faculty's lean structure and resourcing mean that the individual will need to undertake basic operational tasks on occasion (including office cover and committee paperwork), particularly in cases of unexpected absence or vacancy.

There is scope for an 'occasional remote' or 'regular remote' working pattern (with staff working from home for up to 2 days a week); however, the nature of this role – overseeing the primary office and front of house functions – mean that the individual will be required to be on-site at short notice in case of unanticipated absences and for particular key events and meetings.

Selection criteria

Essential

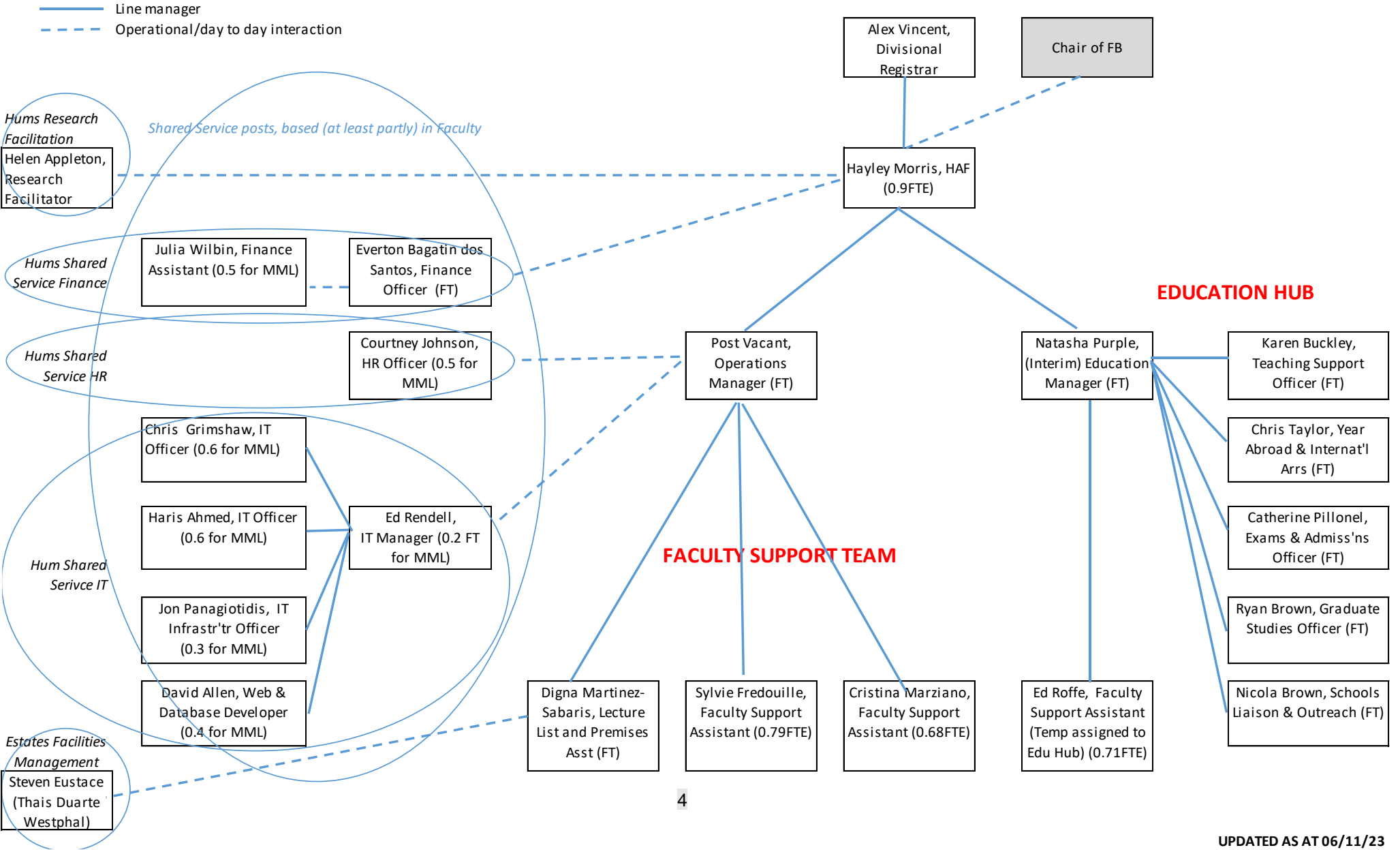
1. An honours degree and/or professional development training/qualifications. Evidence of very strong intellectual and analytical skills;
2. Significant administrative/operational experience of leading on key projects in a large/complex environment;
3. Significant line management experience, with previous experience of establishing, managing and motivating teams, and of working effectively as part of a wider, multi-disciplinary team.

4. Strong influencing skills and confidence in building and developing productive working relationships.
5. Excellent written and verbal communication skills, with the ability to communicate complex information and procedures effectively and persuasively at all levels, including students and academic staff;
6. Excellent organisational skills, with an ability to adapt to changing situations and requirements.
7. Experience of improving systems, developing processes and identifying more efficient ways of working in multi-stakeholder contexts.
8. Resilience, with an ability to cope with pressure and unforeseen problems, with the ability to (re-) prioritise and judgement to understand where change may not be possible in the short term.
9. High level of computer literacy with expertise in MS Office packages, using spreadsheets and databases and appropriate platforms for the sharing and filing of information (e.g. websites, Sharepoint, Canvas, network drives).

Desirable

1. Experience of servicing committees/working within a democratic governance structure;
2. Experience/knowledge of the Oxford collegiate structure;
3. Experience in managing SharePoint and training others in its use;
4. A demonstrable interest in modern languages and knowledge of a modern foreign language.

APPENDIX 1: FACULTY OF MEDIEVAL AND MODERN LANGUAGES, PROFESSIONAL SERVICES TEAM STRUCTURE CHART



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 and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. 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.

Faculty of Medieval and Modern Languages

The Faculty is one of the leading centres for the study of European language, literature, and culture world-wide, offering expertise in the entire chronological range from the earliest times to the present day, and with specialists in film studies, cultural studies, history of the book, and cultural history as well as languages and literatures. The Faculty offers expertise in French, German, Italian, Modern Greek, Spanish, Portuguese, Russian, Polish and Czech, as well as in a range of other languages spoken in Europe.

The Faculty is divided into seven sub-faculties: French & Francophone, German, Italian, Portuguese, Slavonic, Spanish and Modern Greek. There are c. 80 permanent academic members of staff, with a further 20 language lecturers, and 10-20 researchers and postdoctoral fellows employed by the Faculty. There are a further 50 faculty members in a range of college posts.

The colleges, which are responsible for undergraduate admissions and undergraduate tutorial teaching, admit a total of about 270 students a year to read for the Honour School of Modern Languages and its joint schools with Classics, English, History, Philosophy, Asian and Middle Eastern Studies, and Linguistics. There are about 60 graduates taking taught Masters degrees, and about 120 research students.

The Faculty has a professional services team of twenty staff covering academic administration, office support, premises, IT, finance and HR. Some members of this team (HR, IT, Finance) are part of Humanities Shared Service functions and the Faculty is supported by the central Estates Facilities Management. Along with seven other faculties and Divisional staff, the Faculty will be moving to the Schwarzman Centre for the Humanities in the academic year 2025-26.

Academic staff are largely college-based. The Faculty's library and two larger teaching rooms are based at the Taylor Institution in St Giles. There are further teaching rooms and some academic offices at the Faculty's premises in 41 and 47 Wellington Square, and this is where the Professional Services team are housed.

For more information please visit: www.mod-langs.ox.ac.uk

Humanities Division

The Humanities Division is one of four academic divisions in the University of Oxford, each with a full-time Head and elected Board. The Humanities Division is distinctive for its depth and breadth. Its activity spans nine faculties, one School and two independent research institutes: the faculties of Classics; English; History; Linguistics, Philology and Phonetics; Medieval and Modern Languages; Music; Asian & Middle Eastern Studies; Philosophy; and Theology and Religion; the Ruskin School of Art; the Rothermere American Institute and the Voltaire Foundation. Interdisciplinary links within and beyond the University are strong, extending to the social sciences, medical sciences and the natural and physical sciences.

One of the largest centres for Humanities internationally, with over 800 members of academic and research staff, the Division offers world-class research and teaching, backed by the superb resources of the University's libraries and museums, including the famous Bodleian Library, with its 11 million volumes and priceless early book and manuscript collections, the Pitt Rivers Museum, the History of Science Museum and the Ashmolean Museum of Art and Archaeology. Such historic resources are linked to cutting-edge agendas in research and teaching, with an increasing emphasis on interdisciplinary study and digital Humanities.

The outstanding quality of Humanities research at Oxford is recognised globally. This reputation for research excellence contributes to the University coming top of several international rankings for Arts and Humanities, including the US News and World Report rankings and the QS World University Rankings by Subject. The Division's faculties are among the largest in the world, enabling Oxford to offer an education in Arts and Humanities unparalleled in its range of subjects, from music and fine art to ancient and modern languages.

The Division has responsibility for over 4,000 undergraduates (a third of the University's total undergraduate population), and for over 2,000 postgraduate students (over 1,100 doctoral students and some 900 Master's students). Twenty-nine undergraduate courses are offered in Humanities subjects, seven of which are offered jointly with the other academic divisions. The Doctoral and Master's programmes offered are distributed across all of the Division's faculties, along with a suite of Master's courses offered with the Social Sciences Division and a growing portfolio of Master's courses that draw from across the Humanities. The Division is part of the Open-Oxford Cambridge AHRC Doctoral Training Partnership. The Humanities Division has embarked on a major building project on the Radcliffe Observatory Quarter, supported by a £185 million gift to create the Stephen A. Schwarzman Centre for the Humanities. For more information please visit: <http://www.humanities.ox.ac.uk/>

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 two 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.

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). 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.

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, which with effect from 1 October 2023 will be 30 September before the 70th 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 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.

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 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. For more information, see www.ox.ac.uk/oxrss, Twitter @ResStaffOxford, and Facebook www.facebook.com/oxrss.