Role Summary

The mission of the University of Cambridge Institute for Sustainability Leadership (CISL) is to empower leaders to tackle critical global challenges and build a sustainable economy. By bringing the strengths of the University together with influential leaders from the business, government and financial sectors, CISL fosters an exchange of ideas across traditional boundaries to generate new, solutions-oriented thinking.

The Director of Operations is part of the senior executive team and reports to the Director of CISL. The role is responsible for the management of the Business Services team that supports CISL’s core activities of education, research, leaders groups (platforms), advisory services and the SME accelerator programme. The team includes HR, Finance, Estate, HSE, IT, Governance and the coordination of the development and delivery of strategy and business planning. The Director of Operations will be instrumental in ensuring that the systems that lie behind these functions are agile and developed in line with CISL strategic and operational priorities, including a digital strategy that will enhance the effectiveness of the organisation.

Whilst primarily an internal facing role, the Director of Operations will need to understand how CISL fits within the University of Cambridge and equally meets the needs and priorities of our external stakeholders, including senior leaders in business and government.
Key Responsibilities

This section details, but is not an exhaustive list, of the specific activities or obligations for which we require and hold the role accountable for.

Human Resources and Business Operations

- Responsible for CISL’s human resources, business planning and operations, finance, contractual and IT strategy; line manages the HR and Business Operations managers.
- Ensures all functions are aligned with staff wellbeing, with CISL’s strategic and operational needs, and consistent with University policies and standards. This also applies to CISL’s four subsidiary companies.
- Develops long-term strategic plans, policy and strategies for CISL central systems and performance measures; reviews new business proposals and provides specialist advice on capacity and demand issues. Undertakes comprehensive cost and performance evaluations.
- Monitors and controls resources, revenue and capital cost against the portfolio budget and manages expectations of all project stakeholders.

Performance Management

- Supervises individuals and team leaders, providing direction, support and guidance as necessary.
- Undertakes the formal appraisal/staff review and development process for assigned staff. Monitors progress against agreed quality and performance criteria.
- Acts to facilitate effective working relationships between team members and is responsible for staff welfare issues, and formal performance management processes (if required).
- Leads on the development and implementation of benchmarking tools and methods for CISL, identifies the training and development needs of individuals or teams.
- Oversight of staff and customer services (i.e. providing appropriate tools, ensuring monitoring of these take place).

Estate and Asset Management

- Sets the strategy for management of CISL’s estate functions and advises these functions in relation to the institute’s subsidiary companies.
- Holds responsibility for the on-going development of CISL’s facilities; works with the director leading the building renovation that will provide CISL’s accommodation in 2019.
- Allocates budgets from funds and ensures sufficient funds are in place for future refurbishment needs. Holds responsibility for building maintenance, security and health & safety.
- Determines major equipment and services suppliers and signs off contracts.
Governance and Compliance

- Responsible for CISL’s reporting to its Management Board and all associated governance processes; ensuring meetings are arranged, members are fully briefed with appropriate reports, and that the membership of the Board is in accordance with University regulations.

- Champions continuous improvement programmes, jointly developing strategies and incentives to enhance performance. Ensures that lessons learned from reviews are documented and promoted with stakeholders.

- Sets policy for the management of organisation-wide change, ensuring effective control and treatment of risk to the availability, performance, security and compliance of the business services affected.

Stakeholder Management

- Acts as a senior ambassador, building long-term, strategic relationships with senior stakeholders both within CISL and the wider University, as well as with suppliers, and where appropriate with clients.

- Negotiates at a senior level on financially significant strategic, technical and commercial issues. Oversees monitoring of relationships and acts on relevant feedback.

- Develops stakeholder engagement plans to facilitate and achieve CISL fundraising and business growth objectives, particularly around long-term digital transformation, subsidy company commercial strength and overall estate management.

Risk Management

- Oversees and develops CISL risk management framework, ensuring adherence to University risk management processes. This includes maintaining CISL’s risk register, being responsible for CISL’s Emergency Action Plan and contingency planning and initiating risk assessments for new activities.

- Develops risk management policies and processes to ensure the safety of staff travelling and working overseas including employees based in subsidiary companies.

Digital Transformation

- Sets the strategy for the development, implementation and iteration of a Digital Transformation Plan and Strategy by researching and analysing strategic and technical information to enable CISL to maximise the opportunities of digital solutions. Integrates solutions and ensures contingencies and effective change management plans and practices are in place and effectively executed.

- Identifies and manages the resources necessary for all stages (planning, estimation, execution) of the plan to ensure technical, financial and quality targets are met. Manages the budget and monitors expenditure and costs against delivered and realised benefits as the plan progresses.

- Negotiates with commercial stakeholders and extensive networking to ensure commercial success of the Digital Transformation plan.
**Person Profile**

This section details the knowledge, skills and experience we require for the role.

- Holds a relevant qualification to degree level or higher (or equivalent professional experience).

**Education & qualifications**

- An MBA or equivalent management qualification would be advantageous.
- Digital/IT/Technology, project management or financial qualifications would be advantageous.

- Demonstrated experience in Operational Management.
- Experience in project delivery in line with well-known methodologies and in consideration of operational and technical issues (including digital).
- Experience in strategic planning in support of business development or client management.

**Relevant experience**

- Experience in financial planning, budgeting, financial analysis, and reporting.
- Experience of Estates/Asset Management.
- Experienced people manager with evidence of managing performance of large teams for high quality results.
- Evidence of working at a strategic level to create and deliver organisation-wide change.

**Interpersonal & communication skills**

- Outstanding project and change management skills and the ability to coordinate and maximize the contributions of others.
- Excellent people management skills and development of teams.
- Excellent negotiation, communication and interpersonal skills.
- Ability to develop and maintain influential relationships with colleagues, suppliers and partners at senior levels.
- Strong problem solving, strategic thinking and planning skills.
- Excellent presentation skills both via oral and written communication.
- Business development acumen, from opportunity identification to delivery.
- Ability to manage financial and accounting systems and processes.
Additional requirements

- A demonstrable interest in Sustainability and committed to the values that underpin CISL’s work.
- An understanding of health and safety, and risk management.

Terms and Conditions

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<thead>
<tr>
<th>Location</th>
<th>CISL Cambridge, 1 Trumpington street, Cambridge, CB2 1QA, UK</th>
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<tbody>
<tr>
<td>Working pattern</td>
<td>Full time</td>
</tr>
<tr>
<td>Hours of work</td>
<td>37 hours per week</td>
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<tr>
<td></td>
<td>There are no formal conditions relating to hours and times of work but you are expected to work such hours and days as are reasonably necessary for the proper performance of your duties. Your times of work should be agreed between you and your head of institution.</td>
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<tr>
<td>Length of appointment</td>
<td>Permanent</td>
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<tr>
<td>Probation period</td>
<td>9 months</td>
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<tr>
<td>Annual leave</td>
<td>Full time employees are entitled to annual paid leave of 33 days, plus public holidays. 3 days exclusive of public holidays must be taken during the period when CISL closes over Christmas to New Year.</td>
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<tr>
<td>Pension eligibility</td>
<td>You will be automatically enrolled to become a member of USS (Universities Superannuation Scheme). For further information please visit: <a href="http://www.pensions.admin.cam.ac.uk">www.pensions.admin.cam.ac.uk</a></td>
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<tr>
<td>Retirement age</td>
<td>The University does not operate a retirement age for Unestablished Academic-Related staff</td>
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Screening Check Requirements

We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it. If you need further information, you may find the Right to Work page within the ‘Applying for a job’ section of the University’s Job Opportunities pages helpful (please see [http://www.jobs.cam.ac.uk/right/have/](http://www.jobs.cam.ac.uk/right/have/)).

Application Process

To submit an application for this vacancy, please click on the link in the ‘Apply online’ section of the advert published on the University’s Job Opportunities pages. This will route you to the University’s Web Recruitment System, where you will need to register an account (if you have not already) and log in before completing the online application form.
If you have any questions about this vacancy or the application process, please contact the CISL Human Resources team at human.resources@cisl.cam.ac.uk

General Information

The University of Cambridge Institute for Sustainability Leadership

The University of Cambridge Institute for Sustainability Leadership (CISL) brings together business, government and academia to find solutions to critical sustainability challenges. Capitalising on the multidisciplinary strengths of the University of Cambridge, CISL deepens leaders’ insight and understanding through its executive programmes; builds deep, strategic engagement with leadership companies; and creates opportunities for collaborative enquiry and action through its business platforms.

Over 25 years, we have developed a leadership network with more than 7,000 alumni from leading global organisations and an expert team of Fellows, Senior Associates and staff. HRH The Prince of Wales is the Royal Founding Patron of CISL, has inspired and supported many of our initiatives.

We operate from offices in Cambridge, Brussels and Cape Town and we deliver projects on the ground in Europe, Africa, North and South America, Asia and Australia.

The University of Cambridge

The University is one of the world’s leading academic centres. It comprises 150 faculties and departments, together with a central administration and other institutions. Our institutions, museums and collections are a world-class resource for researchers, students and members of the public representing one of the country’s highest concentrations of internationally important collections.

The University has an annual income of £1.66 billion. Research income, won competitively from the UK Research Councils, the European Union (EU), major charities and industry, exceeds £400 million per annum and continues to grow. The Colleges and the University remain committed to admitting the best students regardless of their background and to investing considerable resources both in widening access and in financial support.

The 31 Colleges are self-governing, separate legal entities, which appoint their own staff. Many academic staff are invited to join a College as a Teaching Fellow, which provides a further social and intellectual dimension. The Colleges admit students, provide student accommodation and deliver small group teaching. The University awards degrees and its faculties and departments provide lectures and seminars for students and determine the syllabi for teaching and conducting research.

The University’s estate is undergoing the most significant transformation in its history. Cambridge has been able to create a new science and technology campus to the west of the city centre, and is now expanding further to the north west of Cambridge including investing in affordable homes for University key workers and community facilities. Even with our continued development, the University remains within walking or cycling distance across the campus. The University is a major partner on the Cambridge Biomedical Campus and we continue to redevelop our historic city centre sites demonstrating our determination to ensure that we can offer the best facilities and opportunities for our staff and students.

Our instinct for seeking out excellence and setting up enduring and mutually beneficial collaborations has led us to establish strategic partnerships across the globe. Whether it is the successful Cambridge-Africa
Programme involving universities in Ghana, Uganda and elsewhere on the African continent; or the close association with the government of India to pursue new research in crop science; or the creation, with Germany’s Max Planck Institutes, of a Cambridge-based centre for the study of ethics, human economy and social change – international partnerships are now an inextricable part of the University’s make-up.

There is much more information about the University at [http://www.cam.ac.uk/univ/works/index.html](http://www.cam.ac.uk/univ/works/index.html) that we hope you will find helpful.

**What the University can offer you**

We offer a comprehensive reward package to attract, motivate and retain high performing staff at all levels and in all areas of work. The University offers a wide range of competitive benefits, from family leave entitlement, to shopping and travel discount schemes. Our generous annual leave package contributes to the positive wellbeing of our University employees. Sabbatical leave enables academics to focus on research and scholarship, whilst still maintaining their full salary. The University also has a career break scheme for academic and academic-related staff, with additional flexible working policies for all other staff.

**CAMbens employee benefits**

We offer a CAMbens scheme for University employees, providing access to online and in-store shopping discounts and cashback. With more than 2,000 participating retailers, employees can save money on a wide range of household expenses, from groceries and clothes, to holidays and insurance and much more. A range of local discounts are also available, helping employees to save money whilst also supporting local Cambridge businesses. CAMbens Cars and CAMbens Cycle to Work salary sacrifice schemes are also available, which enable employees to save money on transport costs. A 10% discount rate on the purchase of train season tickets, bulk buy tickets and an interest free travel to work loan are also available for staff of the University of Cambridge.

**Family-friendly policies**

The University recognises the importance of supporting its staff. We have a range of family-friendly policies to aid employees’ work-life balance including a generous maternity, adoption and shared parental leave entitlement of 18 weeks full pay and emergency family care support via My Family Care. In addition, our Ofsted rated ‘outstanding’ workplace nurseries, childcare vouchers, a childcare salary sacrifice scheme and a high quality holiday play scheme are available to help support University employees with caring responsibilities. The Newcomers and Visiting Scholars Group is an organisation within the University run by volunteers whose aim is to help newly arrived wives, husbands, partners and families of Visiting Scholars and members of the University to settle in Cambridge and give them an opportunity to meet local people.

**Your wellbeing**

The University’s Sport Centre, Counselling Services and Occupational Health are just some of the support services available to University employees to promote their physical and mental wellbeing. There are many societies in Cambridge catering for almost every taste and interest. Whether you want to take part in a sport, participate in music or drama, pursue a hobby, or join a political group, you will almost certainly find that a society exists for this purpose.

The University also hosts the Cambridge Science Festival and Cambridge Festival of Ideas, as well as Open Cambridge weekend, which together attract over 50,000 visitors per year. The festivals are a great opportunity to get your first taste of public engagement, through volunteering, supporting hands-on activities or proposing a talk.
Pay and benefits

The University salary structure includes automatic service-related pay progression in many of its grades and an annual cost of living increase. In addition to this, employees are rewarded for outstanding contribution through a number of regular pay progression schemes. The University offers attractive pensions schemes for employees, with an additional benefit of a salary exchange arrangement providing tax and national insurance savings. Payroll giving is also a simple, tax-efficient way for employees to donate to charity.

Relocating to Cambridge

The University Accommodation Service exists to help employees in their search for a rental home in Cambridge. A new University development at North West Cambridge called Eddington offers subsidised rented accommodation to University staff. The development consists of high quality furnished one and two bedroom apartments. For more information about the development, and how to apply please visit the website www.nwcambridge.co.uk

Equality & diversity

The University has a vibrant and varied community. We support and encourage under-represented groups and we value diversity. We welcome applications from individuals with disabilities. Our recruitment and selection procedures follow best practice. We have an Equal Opportunities Policy, along with a range of diversity networks for women, black and minority ethnic and lesbian, gay, bisexual and transgender staff. More details are available here: http://www.equality.admin.cam.ac.uk/

Development opportunities

We support new employees to settle in through various activities. The encouragement of career development for all staff is one of the University's values and we put this into practice through various services and initiatives. Our Personal and Professional Development Department provides development opportunities and courses for all University employees. These include face-to-face sessions, online learning modules and webinars. Employees may also apply for financial support to undertake training that will lead to a qualification. We offer reduced staff fees for University of Cambridge graduate courses and the opportunity to attend lectures and seminars held by University departments and institutions. The CareerStart@Cam programme also supports employees in assistant staff roles who do not hold higher education qualifications to develop their skills, experience and qualifications.

Equality of Opportunity at the University

We are committed to a proactive approach to equality, which includes supporting and encouraging all under-represented groups, promoting an inclusive culture and valuing diversity. We make selection decisions based on personal merit and an objective assessment against the criteria required for the post. We do not treat job applicants or members of staff less favourably than one another on the grounds of sex (including gender reassignment), marital or parental status, race, ethnic or national origin, colour, disability (including HIV status), sexual orientation, religion, age or socio-economic factors.

We have various diversity networks to help us progress equality; these include the Women’s Staff Network, the Disabled Staff Network, the Black and Minority Ethnic Staff Network and the Lesbian, Gay, Bisexual and Transgender Staff Network. In addition, we ranked in the top 100 employers for lesbian, gay and bisexual (LGB) staff in Stonewall’s Workplace Equality Index 2013 and we hold an Athena SWAN silver award at organisation level for promoting women in Science, Technology, Engineering and Medicine.

We are supportive of staff with caring responsibilities, such as through our flexible working, career break and returning carer’s schemes. We encourage individuals to include details of any breaks in employment
due to caring responsibilities in applications for employment so that these can be taken into consideration in assessments made, where appropriate.

**Information if you have a Disability**

The University welcomes applications from individuals with disabilities and we are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to enable applicants to compete to the best of their ability wherever it is reasonable to do so, and, if successful, to assist them during their employment. Information for disabled applicants is available at [http://www.admin.cam.ac.uk/offices/hr/staff/disabled/](http://www.admin.cam.ac.uk/offices/hr/staff/disabled/).

We encourage you to declare any disability that you may have, and any reasonable adjustments that you may require, in the section provided for this purpose in the application form. This will enable us to accommodate your needs throughout the process as required. However, applicants and employees may declare a disability at any time.

If you prefer to discuss any special arrangements connected with a disability, please contact the CISL Human Resource, who are responsible for recruitment to this position, on +44 12237 68814 or by email on [human.resources@cisl.cam.ac.uk](mailto:human.resources@cisl.cam.ac.uk).