

Chief Operating Officer

Cambridge Institute for Sustainability Leadership (CISL)

Closing Date: 20th January 2021
Job Reference: EN25127



Chief Operating Officer

Salary:
Competitive

Contract:
Permanent

Location:
Cambridge

Department:
Institute for Sustainability
Leadership

Team:
Operations

Working Pattern:
Full Time

Purpose of the role

As one of three Executive Directors in CISL, work with the Director, other Executive Directors and Team Leaders to help take CISL onto the next stage of its significant growth and impact journey, leading all the operational systems in the delivery of CISL's Global Strategy. The post holder will be responsible for leading necessary transformations to enhance matrix working across teams and ensure successful migration into the new building, as well to oversee the overall operational efficiency of CISL, with particular responsibility for finance, people, digital & IT, HSE, & facilities.

The COO will also lead CISL's strategy development, business planning and governance processes, and will oversee all governance, legal and compliance processes. The post holder will also deputise for the Director in their absence as required.

Key responsibilities

- The COO will be one of three Executive Directors of CISL, fully contributing to the formulation and review of CISL's overall strategy, business plan, financial models and forecasting, as well as policy development and implementation. This will include leadership of necessary transitions in the way that the Institute operates in support of strategy.
- Utilising a strategic and operational approach ensure CISL is aligned, well resourced, operating optimally and alternatives have been considered. This includes ensuring appropriately accurate finance and compliance practices.
- Develop strong professional relationships with the team leaders within Operations, with other senior colleagues, stakeholders and network, to ensure continual collaboration and good cross-functional working, to provide strategic direction and leadership of CISL.
- Act as an anchor point as required between the Director and team leaders, anticipating and challenging, where necessary, the implementation of CISL's global strategy and business plan.
- Lead necessary changes in culture, systems and processes to unlock greater innovation and collaboration across the institute, as well as to achieve efficiencies and effective use of resources.
- Build and lead a high performing, collaborative and diverse team including strong professional relationships, to ensure good cross functional working.
- Lead by example in championing diversity and inclusion across CISL
- Specific duties will vary from time to time in line with the business needs.



Responsible for Finance, HR, Digital & IT, HSE, & Facilities

Lead the operational systems (Finance, HR, Digital & IT, HSE, & Facilities) that underpin all CISL 's activities, both in the Institute and the subsidiary companies, taking responsibility for delivery against plan and agreed performance contracts.

Oversee the operational systems interface with the School and wider University systems to ensure full compliance and accountability.

Ensure all CISL policies and standards are in line with University policies, are up to date and applied, protecting effective business performance and the wellbeing of staff.

Lead continuous system improvement and effective change management plans, and ensure agreed policies and practices are documented and effectively executed. Oversee the work of the digital transformation programme to ensure that it is fully compliant and add value to CISL's activities.

Responsible for the definition, documentation and successful completion of complex operational projects, selecting methods and tools and ensuring that effective project control, governance and contracts risk management processes are maintained. Monitor and control resources, revenue and capital cost against the project budget.

Lead CISL's E&D and sustainability practice group(s) ensuring that CISL operates according to its values of equality, fairness and ambitious environmental performance.

Central involvement (e.g. on Project Board) in the transition to the new building and ensure that once occupied the building meets its user performance standards.

Strategy Development and Business Planning

Lead CISL's strategy development and business planning processes by developing and leading the systems required to produce and report against CISL's annual strategy and business plan,

ensuring all teams have the required management information, financial, budgetary and resource planning tools.

Oversee the process of regular reporting against strategy and business plan and maintain a dynamic process of updating and reporting against plan, holding budget holder to account for divergence from plan.

Governance, legal and compliance

Oversee governance, legal and compliance processes for CISL and subsidiary companies, with responsibility for managing meetings and reporting to Management Board and the School.

Leads CISL's response to internal and external audits, including University/School Reviews, and oversees resulting action plans.

Ensure all contracts and due diligence and other legal and compliance systems are fully functional, communicated and implemented.

Sign off all contracts and purchase orders that are in line with strategy and budget, and oversee all other contractual and expenditure systems within CISL.

Oversee and maintain the CISL Risk Register, policies and processes, ensuring adherence to School and University risk management processes and ensuring processes are documented and promoted with all staff and other stakeholders.

Team Leadership

Supervise individuals and team leaders, providing direction, support and guidance as necessary. Undertake the formal appraisal/staff review and development process for assigned staff. Monitor progress against agreed quality and performance criteria.

Act to facilitate effective working relationships between team members and take responsibility for staff welfare issues, formal performance management processes. Identifies the training and development needs of individuals or teams.

Person Specification

Candidate Profile

- Established experience within a COO role successfully scaling through rapid, high-impact growth
- Educated to degree level, ideally with MBA, accountancy or other relevant additional qualification.
- A decision maker who will establish and lead operational governance across the whole organisation, from metrics to resource allocation and delivery, creating synergy, alignment and efficiencies. This includes defining appropriate ways of working to unlock effective communication and information workflows.
- Demonstrable leadership success at a senior executive level, with exposure to a non-executive board.
- Strong commercial orientation with the stature to act as an ambassador for CISL within the University and in respect of its complex network of stakeholders and the appetite to drive international growth.
- Proven, natural leader who can motivate teams & shape and define strategy
- Demonstrable experience of fostering cultures of inclusivity and equity, building roles and structures which have empowered and developed high performing teams.
- Proven experience of managing complex relationships and directing multiple teams, enhancing inter-departmental collaboration.
- Evidence of contribution to strategy and corporate direction.
- Demonstrable experience of process and project skills and change management.
- A lateral thinker with excellent organisation and communication skills. A good influencer who is tactful, respectful and diplomatic, whilst action-orientated and results focussed.

About CISL



The University of Cambridge Institute for Sustainability Leadership (CISL) is a globally influential Institute developing leadership and solutions for a sustainable economy. Our Rewiring the Economy framework shows how the economy can be 'rewired', through focused collaboration between business, government and finance institutions, to deliver positive outcomes for people and the environment in pursuit of the UN Sustainable Development Goals (SDGs).

For over three decades we have built individual and organisational leadership capacity and capabilities, and created industry-leading collaborations, to catalyse change and accelerate the path to a sustainable economy. Our Rewiring Leadership framework sets out our model for the leadership needed to achieve this.

Our interdisciplinary research engagement builds the evidence base for practical action, through a focus on six

cross-cutting themes critical to the delivery of the SDGs: sustainable finance, economic innovation, inclusive development, natural capital, future cities and leadership.

What we do

- Build the leadership capacity of individuals to create [the future we want](#) through executive and graduate education.
- Develop the capability of organisations and regions to lead this transition through our advisory services and [customised programmes](#).
- Our work is underpinned by multidisciplinary [research](#) and grounded in practitioner insights from exceptional people from business, policy, civil society and academia.
- Catalyse innovation and solutions through our [business and policy leaders groups](#), and working with individual organisations.
- Facilitate collaboration and dialogue across conventional boundaries through our business and policy leaders groups.

About CISL

Who we work with

Each year we work with business, government and finance leaders in over 250 organisations including consumer brands, global banks and national governments, attracting more than 1,200 delegates into our programmes. The [Unilever Young Entrepreneurs Awards](#), delivered by Unilever and CISL, help young sustainability entrepreneurs achieve scale for impact.

Our core activities are supported by our [Strategic Partners](#), a small group of leading businesses who commit funds and advice to ensure our work is focused on the most material challenges and on the areas of greatest potential impact.

A global network for change

We have a leadership Network of over 8,000 senior leaders and practitioners from business, government and civil society who have an impact in every sector and on every continent.

Our work also draws upon an expert group of Fellows and Senior Associates, comprised of business leaders, academics and other influential thinkers who have direct experience of working to address sustainability challenges.

HRH The Prince of Wales is our Royal Founding Patron and has inspired and supported many of our initiatives including The Prince of Wales Global Sustainability Fellowship Programme, The Prince of Wales's Business & Sustainability Programme, and The Prince of Wales's Corporate Leaders Group.

Where we work

We operate in countries across six global regions – UK and Europe, sub-Saharan Africa, Latin America, Asia and the Middle East. We have offices in Cambridge, Brussels and Cape Town, with delivery partners in Beijing, Chile, Melbourne and the UAE.



Terms of Appointment

Tenure and probation

Appointment will be made on a permanent basis. Appointments will be subject to satisfactory completion of a probationary period of 9 months.

Hours of Work and Working Pattern

The hours of work for the position are full-time, working Monday – Friday.

Pension

You will automatically be enrolled to become a member of USS (Universities Superannuation Scheme) – a defined benefits pension scheme. For further information please visit: www.pensions.admin.cam.ac.uk/.

Annual leave

Full time employees are entitled to annual paid leave of 41 days inclusive of public holidays. For new part-time employees, annual leave will be pro-rated based on days worked.

Pre-employment checks

Right to work in the UK

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.

Health declaration Once an offer of employment has been made the successful candidate will be required to complete a work health declaration form.

Qualifications

The person specification for this position lists qualifications that are essential and/or desirable. Please note that if you are offered the post you will be asked to provide your relevant original certificates of these qualifications.

References - offers of appointment will be subject to the receipt of satisfactory references.

Information if you have a disability

The University welcomes applications from individuals with disabilities. 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/>

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 Department Administrator, who is responsible for recruitment to this position.

The University

The University of Cambridge is one of the world's oldest and most successful universities. We are a renowned centre for research, education, and scholarship that makes a significant contribution to society. The University is consistently ranked amongst the top universities in the world. Our affiliates have won more Nobel Prizes than any other University.

Our sustained pursuit of academic excellence is built on a long history of first-class teaching and research within a distinctive collegiate system. For eight centuries our ideas and innovations have shaped the world. Our principal goal is to remain one of the world's leading universities in an increasingly competitive global higher education sector. Today the University of Cambridge is at the centre of a cluster of over 4,300 businesses employing 58,000 people.

Our capital investment projects include the West Cambridge site, the North West Cambridge development and the growth of the Biomedical Campus in the south of the city. The North West Cambridge development includes the opening of a primary school – the first in the UK to be managed by a University. So we are deeply embedded in, and committed to serving, our local community. These are all conspicuous signs of a University that is not only adapting to new needs, but also anticipating the future.

Our mission is to contribute to society through the pursuit of education, learning, and research at the highest international levels of excellence. Our core values are:

- freedom of thought and expression; and
- freedom from discrimination.



About Us

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 £2 billion. Research income, won competitively from the UK Research Councils, the European Union (EU), major charities and industry, exceeds £500 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 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.

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.

“Cambridge graduates and researchers have made – and continue to make – a colossal contribution to human knowledge and the understanding of the world around us. Their work touches on the lives and livelihoods of everyone from patients diagnosed with life-threatening diseases, to residents of areas critically affected by climate change, to children growing up in conflict zones. It has a lasting impact on our society, our economy and our culture: the world is truly a better place thanks to their efforts.”

Stephen Toope, Vice Chancellor 2019



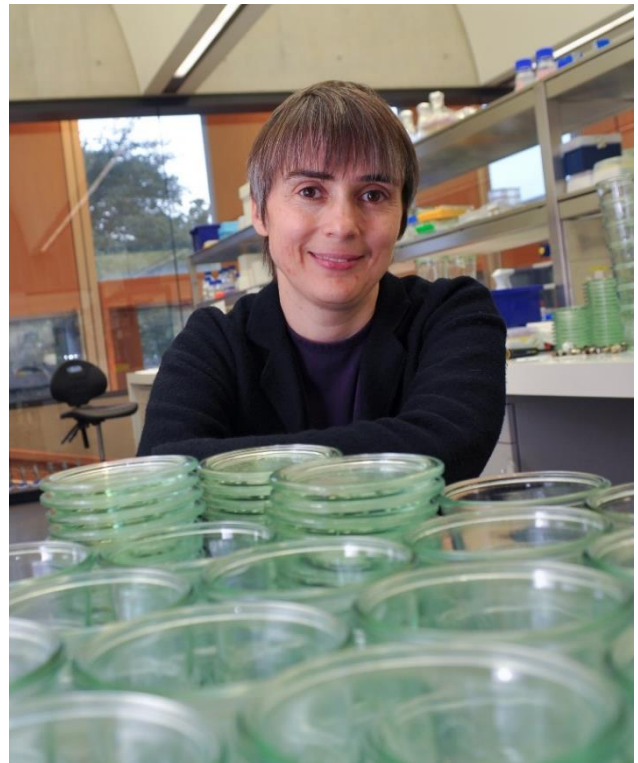
Working at the University

Working at Cambridge you will join a diverse, talented and innovative community, with more than 18,000 students and over 16,000 staff from all walks of life and corners of the world.

The University continually explores strategies to attract and retain the best people. It is committed to supporting its staff to achieve their best. We are a fair, diverse and inclusive society and we believe our staff are our greatest asset. There is strong commitment to developing institutional leadership and supporting and encouraging staff development at all levels.

We offer a variety of roles including academic, research, professional, managerial and support roles. We also offer extensive benefits and excellent learning opportunities within a stimulating working environment.

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.



Equality & diversity

The University has built its excellence on the diversity of its staff and student community. We aim to be a leader in fostering equality and inclusion, and in promoting respect and a sense of belonging for all. We encourage applications from all sections of society. All appointments are made on the basis of merit. 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/>

The University has a bronze Race Equality Charter aware, with framework for improving the representation, progression and success of minority ethnic staff and students within higher education. Furthermore, the University's Athena SWAN award recognises and celebrates good practice in recruiting, retaining and promoting women.

Living in Cambridge

Cambridge is rich in cultural diversity. From beautiful University and College buildings, museums and art galleries, quaint gardens and punts on the River Cam, to a vibrant restaurant and café scene, our employees are surrounded by the wonderful features of this unique city.

You can find a wide-range of high street shops and 3 shopping centres, with independent alternatives at the historic market and nestled within the passageways in the city centre. You will find a cinema, bowling alley, a nightclub and various live performances At the Cambridge Leisure Park, with further entertainment options at the Corn Exchange, Arts Theatre and the ADC Theatre. Further information can be found on the Visit Cambridge website.

If you prefer the faster pace of life, London is a 45 minute train journey away. For those travelling from overseas, Stansted Airport is just 45 minutes away and Heathrow Airport under 2 hours away. The University is a short distance from a host of other attractions such as Ely Cathedral, Newmarket Races and various wildlife parks and stately homes. Cambridge is also within easy reach of the beautiful Broads and coastlines of Norfolk and Suffolk.

Relocation Support

The University recognises the importance of helping individuals to move and settle into a new area. We provide support and guidance to those relocating internationally or domestically to take up a post at the University of Cambridge, liaising with other University offices and selected partners to ensure comprehensive relocation support is available. This includes: accommodation, childcare, schools, banking, immigration and transport. If you would like further information, please visit <https://www.accommodation.cam.ac.uk/relocation>. The Shared Equity Scheme and the Reimbursement of Relocation Expenses Scheme provide financial assistance to qualifying new members of staff with the costs of relocating to Cambridge.

Accommodation Service

The University Accommodation Service helps staff, students and visiting scholars who are affiliated to the University in their search for suitable accommodation in Cambridge. The dedicated accommodation team can provide access to a wide range of University-owned furnished and unfurnished properties, and has a database of private sector accommodation available for short and long-term lets. For further information and to register with this free service please visit <https://www.accommodation.cam.ac.uk/>



What Cambridge can offer

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.



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 make monthly donations to charity.

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 and a CAMbens Cycle to Work salary sacrifice scheme is also available, which enables 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.



What Cambridge can offer

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.

Other family-friendly support includes:

Our highly regarded workplace nurseries, a childcare salary exchange scheme and a high quality holiday Playscheme may be available to help support University employees with caring responsibilities (subject to demand and qualifying criteria). Further childcare information can be found here:

<https://www.childcare.admin.cam.ac.uk/>

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. The Office of Postdoctoral Affairs supports the postdoctoral community within Cambridge. Further details are available here: <https://www.opda.cam.ac.uk/>

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.

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.



How to apply

Applications should be submitted online via the University of Cambridge jobs page www.jobs.cam.ac.uk by clicking “Apply online” in the job advert. You will need an email address to register for our online system.

Conversations about flexible working are encouraged at the University of Cambridge. Please feel free to discuss flexibility prior to applying (using the contact information below) or at interview if your application is successful.

Informal enquiries are welcomed and should be directed to our Human Resources team:

Email: Human.Resources@cisl.cam.ac.uk

Tel: 01223 768814

The closing date for applications is:

Wednesday 20th January 2021



UNIVERSITY OF
CAMBRIDGE