

ST JOHN'S COLLEGE
HOME BURSAR
FURTHER PARTICULARS

St John's College seeks to appoint a Home Bursar who will be responsible for management and efficient running of the College's domestic, guest and conference services and compliance with regulations applying to these activities. This is a new and senior position that will be at the heart of the College and is key both to facilitating the academic activities of the College and to ensuring that the services relied on by all members run smoothly.

The post requires excellent strategic planning and implementation skills, commercial acumen as well as an open, collaborative approach working with and leading a team. Previous managerial and operational experience at senior level is essential alongside proven financial and people management.

ABOUT THE COLLEGE

St John's College is one of the larger colleges in the University of Oxford. Founded in 1555 by Sir Thomas White, it is a long-established member of the thirty-eight colleges of Oxford University. Like all colleges, it is an independent, self-governing establishment, which functions both as an academic institution and as a social and residential centre for its members. The College has around 650 undergraduate and postgraduate students. The Fellowship includes approximately 100 academics, of which 58 are members of the College's Governing Body that has overall responsibility for all aspects of the running the College. There are approximately 200 non-academic staff, about 130 of these work in the domestic area of College. For further information about the College, please visit our website at www.sjc.ox.ac.uk

ABOUT THE POST

The post of the Home Bursar is a key position in the administration of the College, and the appointed person is expected to play an active part in College life and contribute to its strategic direction. The post holder will report to the Principal Bursar and is responsible to Governing Body for the overall domestic management of the College. They will be elected a Supernumerary Fellow, attending Governing Body and, after successful completion of the probationary period, be a full Governing Body Fellow and trustee of the College. The post holder will work in close cooperation with the President, Principal Bursar and other College Officers such as Finance Bursar and the Senior Tutor, as well as with senior administrative staff, in particular Master of Works, Bursary Manager, HR and the Academic Registrar.

The appointed person is expected to be a champion for standards and quality and a leader and role model for staff whose daily work is crucial for the smooth running of the College. A

commitment to supporting the goals and ideals of the College's role in education and research is essential. The Home Bursar will be in regular contact with all members of the academic community, from senior members to undergraduates, and will partake in the social, academic and cultural aspects of College life. Some of these events take place in the evenings and sometimes at weekends during term time.

The Home Bursar will be accountable for all functions concerned with the delivery of domestic services that all College members rely on (Fellows, students, staff and visitors), as well as for the financial oversight of these departments. Domestic departments include accommodation, housekeeping, catering, conferencing and events, lodge and security activities and IT systems. While the day-to-day running of these departments is delegated to the heads of department, the Home Bursar retains overall accountability and presents domestic business directly to Governing Body. The post holder will be the direct line manager for the domestic heads of department and, with the support of the HR team, has overall HR responsibility for approximately 130 domestic staff. The appointed person will be managing an annual operating budget of approximately £6.3 million for domestic services.

Internally, the post holder will be a member of a number of College committees dealing with domestic, equality and health & safety matters. Externally, the Home Bursar will represent the College on the Domestic Bursars' Committee of Oxford colleges.

The main duties are described in more detail below. The College has recently undertaken a review of its Bursarial operations, and the person appointed will be expected to contribute to the implementation of proposed changes and work closely with the Principal Bursar and other senior staff in managing these changes.

MAIN DUTIES

Leadership, Staff Management and Service Delivery

Overall management responsibility for the departments of the College concerned with domestic service delivery: accommodation, housekeeping, catering, conferencing and events, lodge and security activities, and IT systems.

- Provide leadership and direction to heads of department to ensure a consistent delivery of very high service standards in all areas.
- Full responsibility for personnel management in domestic departments, manage staff through heads of department to deliver services that meet appropriate standards and respond to College needs.
- Work closely with the Bursary Manager and HR to implement and manage HR policies and procedures for domestic staff.
- Ensure line-managed staff are appraised regularly according to College procedures and receive regular training.

- Liaise with the Principal Bursar and Finance Bursar to prepare annual recommendations on domestic salaries and allowances.
- Engage with College Officers and representative from the student body to be aware of emerging concerns and expectations and respond to these appropriately.

Financial Management

Full accountability for financial management and control of all domestic functions, ensuring cost-effective operation of services in collaboration with the Finance Bursar and College Accountant.

- Prepare annual budgets for each domestic department in liaison with the relevant head of department and ensure budgetary discipline at all times.
- Ensure robust procurement and tendering processes are applied in all areas.
- Manage a programme of on-going improvements through efficiencies, development and implementation of purchasing procedures and better use of IT systems.
- Prepare and submit proposals for high expenditure projects and ensure sufficient controls are put in place to monitor expenditure.
- Together with the Finance Bursar hold annual rents and charges discussions with the student body and prepare recommendations for Governing Body approval.

Oversight of Departmental Operations

a) Accommodation

Ensure that College rooms are managed effectively, balancing academic, residential and conference needs, supervising the Housekeeping Manager and the Domestic Officers.

- Assess the College's room needs as part of its overall accommodation strategy including long-term planning and ongoing maintenance, the latter in close cooperation with the Master of Works.
- Ensure that College rooms and facilities are serviced, well equipped and cleaned to the highest possible standards and that accommodation complies with relevant codes of practice.
- Oversee the allocation of more than 600 rooms and flats to students and visitors by the Domestic Office; authorise Undergraduates' vacation residence requests.
- Lead implementation of the new online room booking system (Kinetics) and oversee training for staff.

b) Catering and Hospitality

Ensure that catering and hospitality services are of the highest standards whilst maintaining cost efficiency and complying with relevant food hygiene standards, supervising the Catering Manager.

c) Conferences and Events

Ensure that conferences are effectively marketed and balanced with academic and research priorities, supervising the Conference and Events Assistant. Oversee internal events and ensure proper organisation of special events and social functions, including responsibility for risk assessments, safeguarding and licensing.

d) Lodge and Security

Ensure appropriate security for College premises in liaison with the Senior Dean and Master of Works.

- Oversee the operations of the lodges and ensure they offer effective security and a responsive first point of emergency contact, while also providing a welcoming front-of-house service.
- Maintain a safe and secure environment for College rooms, facilities and people working at and visiting the premises.
- Ensure a robust and comprehensive crisis management system is in place in liaison with other senior staff.

e) IT and other systems

Ensure that the College's domestic IT and other systems and working practices are fit for purpose and that plans for future system needs are in place. Gain a good working knowledge of the operational systems in College, including the new online room booking system (Kinetics), meal bookings, security and access (salto), CCTV, and telecommunications.

Buildings and Estate

Strategy concerning the buildings and estate of the College is primarily the responsibility of the Principal Bursar, while the Master of Works is responsible for the integrity of the College's buildings and facilities and their long-term management. Planned and preventative maintenance and refurbishment works as well as major capital projects are carried out under the leadership of the Master of Works, in consultation with the Principal Bursar. It is expected that the Home Bursar will liaise closely with the Master of Works in managing an effective rolling programme of maintenance and repairs of all student accommodation, Fellows' and staff rooms, domestic facilities like the kitchens, the Hall and function rooms, including furniture and furnishings.

Compliance and Regulatory Responsibilities

The Home Bursar will have overall responsibility for compliance with legislation and best practice for all domestic and conference services, including:

- Health & safety and risk assessments for ongoing activities and special events
- Licensing laws - the appointed person will need to deal with licensing for College and conference events and premises, requiring a personal alcohol licence and acting as Designated Premises Supervisor.

- Accommodation Code of Practice for all College-managed accommodation
- Care Quality Commission Standards for the premises of the College Nurse who is supervised by the Home Bursar.
- Ensure the College meets its obligations under the Prevent policy.

In general, the post holder is expected to keep abreast of legislation that affects areas of their operational responsibility (including but not limited to health & safety, equality & diversity, Prevent, safeguarding, data protection), inform the Principal Bursar or other College Officers of forthcoming changes and make recommendations accordingly.

Student and Decanal Matters

The Home Bursar is expected to establish and maintain a close and respectful relationship with the student body. As the principal interface between the College and students for accommodation, room bookings and the residential experience, the post holder will need to liaise with the Senior Dean and other members of the College's welfare team on areas where student discipline and welfare overlap with domestic services, for example at student balls and bops.

The above list is not exhaustive and the Home Bursar will be expected to carry out such other duties as the College may from time to time request, commensurate with the grade and responsibilities of the post. The list of duties may be varied without changing the essential character of the post according to the needs of the College.

SELECTION CRITERIA

The post requires an individual with significant strategic and operational management experience, preferably at a comparable organisation in the service sector. A collaborative and supportive manner of leading a team is essential as is an understanding of the academic context in which the role is set. The post holder will need to strike the right balance between improving operational efficiencies while being sensitive to the academic mission of the College in fostering excellence in education and research in a vibrant and socially diverse community.

Essential attributes

- Significant management experience at a strategic and operational level
- Commitment to excellence in the provision of services and facilities
- Proven leadership experience, including managing multiple departments and teams
- Proven ability to devise and manage budgets and cost centres
- Proven experience of managing procurement and contract tender processes
- Excellent interpersonal and communication skills and the ability to build relationships with people across the College and the wider Oxford University community

- Excellent organisational skills and the ability to establish priorities and manage a demanding and varied workload
- Managing change and the ability to lead teams through change, motivate and develop people
- Ability to handle sensitive matters with tact, diplomacy and discretion
- High proficiency in IT
- Interest in higher education and commitment to the aims and ethos of the College
- DBS check essential

Desirable attributes

- Education to a degree level or equivalent professional experience
- Previous experience in a higher education environment and / or in conference and hospitality management
- Good knowledge of current legislation and standards in one or more of the following areas: health and safety, human resources, food and safety hygiene, licencing, buildings and infrastructure, listed buildings
- Willingness to undergo training and obtain accredited qualifications in the above areas

TERMS AND CONDITIONS

This is a newly created permanent, full-time post. The successful applicant is expected to take up the post as soon as possible.

The Home Bursar will be elected to a Supernumerary Fellowship of St John's College and will attend Governing Body meetings. Upon successful completion of a 12-months probationary period, the post holder will automatically be elected to full Governing Body membership and be a trustee of the College.

Salary: Appointment will be made on Grade 10 of the University's salary scale for academic-related staff according to experience, currently £53,691 - £62,219 per annum (with a discretionary range up to £67,972). In addition, the post holder will receive a housing allowance of currently £13,730 per annum.

Hours of work: This is a full-time post. Normal hours of work are 8:30am – 4:30pm, with one unpaid hour for lunch. By its nature, the post requires a flexible approach and the Home Bursar will be expected to work such hours as are reasonably required to carry out their duties, including occasional attendance at evening or weekend events.

Holidays: Annual leave entitlement is 30 working days, of which 5 are to be taken during the Christmas break when the administrative offices are closed, plus 8 statutory bank holidays. Bank holidays that fall within term-time may need to be worked. If this is the case, a day of

paid holiday in lieu of each such day worked will be given. The holiday year begins on 1 January and ends on 31 December. Holiday not taken within the holiday year may not normally be carried forward.

Pension: The post is pensionable under the contributable Universities Superannuation Scheme (USS).

Medical insurance: The post holder is eligible to participate in the BUPA private medical insurance scheme. The College will pay the premium but this constitutes a taxable benefit. Family members may be enrolled at extra cost to the post holder.

Meals: The post holder is entitled to full Senior Common Room dining rights for lunches and dinners.

Probationary and notice periods: The appointment is subject to satisfactory completion of a 12-months probationary period, during which the notice period will be one month on either side. Once the appointment has been confirmed, the notice period on either side will be three months.

The appointment is subject to the provision of an original document verifying the applicant's right to work in the UK.

APPOINTMENT PROCEDURE

Applications consisting of a covering letter explaining your suitability for the post and a full CV should be sent by email to vacancies@sjc.ox.ac.uk or by post to Mrs Amanda Armstrong, St John's College, St Giles, Oxford OX1 3JP.

Please provide the names, addresses and telephone number of two referees. Referees should be people who have direct experience of your work through working closely with you for a considerable period, and at least one of them should be your formal line manager in your most recent job. References will not be taken up before the interview stage.

Deadline for applications is **noon on Friday, 24 August 2018**.

Applications received after the deadline will not be considered.

Interviews are expected to be held during the week of 17 September.

Applicants who would need a work visa if appointed to the post are asked to note that under the UK's points-based migration system they will need to demonstrate that they have sufficient points, and in particular that:

- (i) they have sufficient English language skills (evidenced by having passed a test in English, *or* coming from a majority English-speaking country, *or* having taken a

degree taught in English).

and

- (ii) that they have sufficient funds to maintain themselves and any dependents until they receive their first salary payment.

Further information is available at www.gov.uk/tier-2-general/overview.

Data protection

All data supplied by applicants will be used only for the purposes of determining their suitability for the post, and will be held in accordance with the principles of the Data Protection Act 1998, General Data Protection Legislation and the College's Data Protection Policy and recruitment monitoring process.

Equality of Opportunity

St John's College is committed to providing equality of opportunity and avoiding unlawful discrimination. The policy and practice of the College requires that all staff are afforded equal opportunities within employment and that entry into employment with the College 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. Subject to statutory provisions, no applicant or member of staff will be treated less favourably than another because of his or her sex, marital status, sexual orientation, racial group, age or disability.