Job Description and Selection Criteria

<table>
<thead>
<tr>
<th>Job title</th>
<th>Head of Faculty Services &amp; HR</th>
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</thead>
<tbody>
<tr>
<td>Division</td>
<td>Mathematical, Physical and Life Sciences</td>
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<tr>
<td>Department</td>
<td>Mathematical Institute</td>
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<tr>
<td>Location</td>
<td>Andrew Wiles Building, Radcliffe Observatory Quarter, Woodstock Road, Oxford, OX2 6GG</td>
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<tr>
<td>Hours</td>
<td>Full time</td>
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<tr>
<td>Contract type</td>
<td>Permanent</td>
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<td>Reporting to</td>
<td>Head of Administration</td>
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<tr>
<td>Vacancy reference</td>
<td>139913</td>
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<tr>
<td>Additional information</td>
<td>This position is subject to a one year probationary period.</td>
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</table>

Overview of the role

This post presents an ideal opportunity to join a thriving academic department in a new role. The Head of Faculty Services and HR is a wide-ranging role, leading on the provision of people-related support services and strategic project work, engaging in departmental policy development, planning, and governance, and overseeing the administrative support for the department’s professorial staff and research groups. These activities underpin the success of the Mathematical Institute, a world leading department which has an outstanding reputation for its teaching and research.

You will be an energetic, experienced, and innovative leader, who will be accountable for the delivery of high quality and responsive support for departmental customers. You will have sound judgement under pressure, be able to think laterally and creatively, and have the intellectual capacity and strength of character to take and implement important, complex, and sometimes difficult decisions. You will already have significant management experience in an academic (or closely related) environment and experience of leading a support function, and a proven ability to manage change and respond positively to new challenges.
Reporting to the Head of Administration (HoA), you will work closely with the Department’s academic leadership team including the Head of Department, the Associate Head of Department for Early Career Development, the Associate Head of Department for Academic Planning and Equality & Diversity, and other senior colleagues. You will engage positively with all staff groups and work in close collaboration with the other operational section heads to ensure that service is consistently of a high standard and supports the department’s delivery of its strategic objectives.

The Head of Faculty Services & HR will be a member of the Head of Administration’s senior management team and will be expected to provide strategic insights and recommendations for improvements to operations and services generally, as well as to contribute to the development of the department.

**Responsibilities**

**General**

- Provide leadership and management for staff in the team
- Oversee staff recruitment, personal review and development for members of the team, ensuring that all staff are appropriately managed and supported and are motivated to perform to the best of their abilities.
- Be accountable for the planning, allocation and monitoring of workflow across the team.
- Advocate a high level of quality and service across the team, taking into account the specific needs of users as well as monitoring, reviewing and maintaining service standards and operational efficiencies to ensure continuous improvement.
- Support the Head of Administration, Associate Heads of Department and Head of Department in the development of departmental policy; and take a proactive leadership role in informing department-wide strategy in relation to policies, processes and procedures affecting people.
- Ensure effective communication with the MPLS Division and University on staff-related matters, and the timely reporting of staff-related data to departmental fora as appropriate.
- Act as a role model to team members and other operational and administrative staff, communicating the importance of high standards at all times and championing a service-based culture.
- Deputise for the Head of Administration as required.
- Maintain an up-to-date expert knowledge of issues, policies, good practice and regulatory frameworks relevant to the role.
- Other reasonable duties commensurate with the grade as requested by the Head of Administration and/or Head of Department.

**People**

- Take the administrative lead on the development and implementation of people-related strategy in the department.
• Take the lead on change management within the department.

• Supported by the Personnel Administrator, ensure that the working practices and procedures of the HR support team are aligned with departmental priorities, and are flexed as necessary to meet changing priorities and/or regulatory requirements.

• Supported by the Personnel Administrator, ensure that the HR support team provides a professional, effective and efficient customer-focused service which is compliant with UK legislation (including immigration) and university policy.

• Establish staff development and review processes for faculty, research and administrative staff, in line with university policy and staff feedback, provide training and support as necessary, oversee implementation and analyse outcomes.

• Review the provision for staff training, make recommendations to Good Practice and Departmental Committees and implement any agreed proposals.

• Actively support managers in handling more complex individual employee cases and provide informed and well-judged advice on other management-related matters.

• Take the administrative lead on academic workload planning initiatives within the department (supported by the Project & Policy Manager) ensuring that

  a) decisions and policies are well informed and set in the context of overall resource requirements, feedback from staff review processes, the requirement for transparency and fairness across staff groups, and budgetary/headcount constraints;

  b) systems proposed to underpin policy and procedure in this area can be implemented and sustained efficiently.

• Advise Good Practice and Department Committees on best practice in staff welfare-related matters, including wellbeing.

• Supported by the Personnel Administrator, ensure that people-related aspects of the department’s Visitor programme (300+ visiting academics and researchers per year) are adequately supported across the team, and that policies and procedures in this area are appropriately communicated to departmental members and visitors.

• Manage the planning process for academic appointments (including timeline for retirements, fixed term academic appointments and funding, priority areas for refill) and ensure that these are acted on in a timely fashion. Coordinate the production of business cases for the refill of academic posts.

• Oversee periodic exercises that relate to staff such as the Reward & Recognition scheme, Recognition of Distinction exercise and Professorial Merit Pay exercise.

Equality & Diversity

• Working closely with the HoA, take the lead on departmental actions in response to the strategic priority to promote equality and diversity across the department’s staff and student body. A key strand of work in this area will focus on the management of effective support for departmental Athena SWAN applications (supported by the Departmental
Project & Policy Manager), but you will also facilitate work to advance equality and diversity as it relates to all protected characteristics and to overarching issues of the working and learning environment in the department. This will include:

a) Working with the Associate Head of Department for Academic Planning and Equality & Diversity, and supported by the Departmental Project & Policy Manager, set the strategic agenda and priorities for the department and make recommendations to Good Practice, Departmental and Teaching Committees, and then oversee the implementation of actions addressing these priorities.

b) Ensure that Equality & Diversity priorities and action plans across the department are adequately supported and effectively integrated.

c) Provide expert advice and guidance on departmental applications to the Athena SWAN Charter, and oversee the Project & Policy Manager’s activity in this area.

d) Maintain an up-to-date expert knowledge of Equality & Diversity issues, policies and regulatory frameworks relevant to Higher Education.

Administrative support for professorial staff and research groups

- Develop a good understanding of the administrative demands on faculty time and assess whether departmental processes can be improved to reduce the administrative burden, taking proposals forward as necessary.

- Assess how support for faculty on administrative tasks can be optimally provided across the department’s operational team, given resource constraints and existing commitments.

- Supported by the Personnel Administrator and Departmental Project & Policy Manager, ensure that the working practices and procedures of the research group assistants, who undertake a variety of roles, and typically provide support to more than one individual/research group, are aligned with departmental priorities, and are flexed as necessary to meet changing requirements.

Projects, planning and governance

- Supported by the Projects & Policy Manager, ensure that the pipeline and timetables for project-related activity are kept under active review to ensure that resource is planned accordingly and that any risks/opportunities are escalated and communicated appropriately within the department. Current projects managed by the Project & Policy Manager include preparations for REF, Athena SWAN, and an academic workload planning database.

- Working closely with the HoA, Head of Department and other senior colleagues, ensure that the appropriate structures and communication channels are in place for departmental governance, with the aim of ensuring an appropriate balance between the need for consultation and the recognition that colleagues have many demands on their time.

- Work closely with the HoA, Head of Department, and Project and Policy Manager on the development of medium and long term strategic plans for the department.
Selection criteria

Essential

1. Educated to at least graduate level (or equivalent) with the associated intellectual capacity, reasoning and analytical skills.

2. A background of significant management experience in an academic (or closely-related) environment, and of leading a service or support function.

3. The interpersonal skills and experience to handle sensitive and complex issues, providing support and guidance to managers as appropriate, and exercising judgement in seeking additional professional advice as appropriate.

4. Experience of implementing change in a complex environment. A flexible and optimistic approach to the management of change, ever-fluctuating demands and challenging situations.

5. Ability to lead and manage staff, with the ability to engage and motivate staff to fulfil their potential. Demonstrated capacity and willingness to train, guide, and motivate others.

6. The ability to think and operate strategically, both at the operational and organisational level.

7. Outstanding verbal communication, writing and influencing skills.

8. Highly numerate with demonstrated capability in the analysis and presentation of complex data.

9. Experience of drafting policy papers and servicing committees.

10. Well-developed IT skills, with a good understanding of the potential uses of IT and systems and the confidence to scope projects, working closely with the Head of IT.

11. Confidence in decision-making, resilience, and a natural inclination to solve problems, with the ability to maintain the long view and to sustain relationships in the face of conflict.

12. A commitment towards high standards and a focus on the quality of the customer experience, coupled with an eye for detail and the ability to anticipate customers’ needs.

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. Income from external research contracts in 2016/17 exceeded £564m and we rank first in the UK for university spin-outs, with more than 130 companies created to date. 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](http://www.ox.ac.uk/about/organisation)

**The Mathematical Institute**

The Mathematical Institute, as Oxford’s Department of Mathematics is known, is one of the leading mathematics departments in the world. Our mathematical research, impact and environment were all ranked first in the UK in the 2014 Research Excellence Framework exercise, a government review of research in all UK universities. The Mathematical Institute is the focus of research into both fundamental mathematics and its applications, and our inclusive nature and overall size are key factors in the provision of an outstanding research environment for our members. The large number of faculty, postdocs and students in the Mathematical Institute, all supported by excellent facilities, allows us to maintain a critical mass in research groups encompassing a wide spectrum of mathematics, while our integrated nature fosters collaboration between fields. We also host a large number of academic visitors. Our web pages ([www.maths.ox.ac.uk](http://www.maths.ox.ac.uk)) provide comprehensive information about all of our activities.

The research activities of the Institute as a whole can be gauged from the web pages of the research groups and centres within the Institute ([www.maths.ox.ac.uk/research](http://www.maths.ox.ac.uk/research)). The range of our research interests is well reflected by the profile of our faculty as listed at [www.maths.ox.ac.uk/people](http://www.maths.ox.ac.uk/people). Many members of the Institute have received prestigious prizes and other special recognition for their work; some recent examples can be found at [www.maths.ox.ac.uk/news/awards-and-prizes](http://www.maths.ox.ac.uk/news/awards-and-prizes).

The Mathematical Institute moved into the purpose-built Andrew Wiles Building in the University’s Radcliffe Observatory Quarter in September 2013. As well as providing offices for all staff and graduate students, it houses a range of other facilities available to members of the department, including the Whitehead Library, a large range of meeting rooms, teaching spaces, lecture rooms, and social spaces, and a small facility for carrying out table-top experiments. For more information, see [www.maths.ox.ac.uk/about-us](http://www.maths.ox.ac.uk/about-us).

Teaching is central to the life of the Mathematical Institute and we have an annual intake of approximately 300 undergraduates, some on courses jointly with other departments. We admit around 150 students each year across five taught master’s degree courses and have over 230 doctoral students in residence at any one time. Our doctoral programme always attracts the best research students from across the world, and we have a broad mentoring and training programme. Our provision expanded in 2014 following the award of two EPSRC-funded Centres for Doctoral Training.

The Mathematical Institute strives to ensure that all staff and students are given the opportunities and support they need to achieve their potential. We are committed to equality of opportunities and to advancing women’s careers. We support staff returning from long-term absence and provide flexible arrangements for staff with parental responsibilities. Further
information about family support can be found in the Standard Terms and Conditions. Our Good Practice Committee\(^1\) contributes to many aspects of our work, see [www.maths.ox.ac.uk/members/good-practice](http://www.maths.ox.ac.uk/members/good-practice).

As part of the department’s commitment to openness, inclusivity and transparency, we strongly encourage applications from all who consider they meet the requirements of the post, and particularly from women and ethnic minorities.

**MPLS Division**

The university’s Division of Mathematical Physical and Life Sciences contains [departments](http://www.maths.ox.ac.uk/members/good-practice) that span the full spectrum of the mathematical, computational, physical, engineering and life sciences. Between them, they undertake a huge range of fundamental research and develop application that respond to the great societal and technological challenges of our time. Research across the Division is increasingly interdisciplinary in nature.

MPLS’s scientists collaborate closely with colleagues in other Divisions across Oxford, with other universities, research organisations and industrial partners across the globe.

Our senior researchers have been awarded some of the most significant scientific honours (including Nobel prizes and prestigious titles such as FRS and FREng). The Division is equally proud of its tradition of attracting and nurturing the very best early career researchers, many of whom regularly secure prestigious fellowships.

The Division holds ten Athena Swan Awards (three silver and seven bronze) illustrating its commitment to encouraging women in science research and careers.

For more information visit [http://www.mpls.ox.ac.uk/about/about-mpls-division](http://www.mpls.ox.ac.uk/about/about-mpls-division)

**How to Apply**

Before submitting an application, you may find it helpful to read the ‘Tips on applying for a job at the University of Oxford’ document, at [https://www.ox.ac.uk/about/jobs/professionalandmanagement/](https://www.ox.ac.uk/about/jobs/professionalandmanagement/)

If you would like to apply, click on the Apply Now button on the ‘Job Details’ page and follow the on-screen instructions to register as a new user or log-in if you have applied previously.

You will also be required to upload a CV and a supporting statement. The supporting statement should explain how you meet 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 also provide details of two referees, one should include the applicant’s current or most recent employer, whenever possible and indicate whether we can contact them now.

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

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\(^1\) The Mathematical Institute was a founding supporter of the London Mathematical Society’s Good Practice Scheme ([www.lms.ac.uk/women/good-practice-scheme](http://www.lms.ac.uk/women/good-practice-scheme)). We have held an Athena SWAN Bronze Award since 2013, upgraded to Silver in 2017.
Please upload all documents as PDF files with your name and the document type in the filename quoting reference number 139913.

All applications must be received by **12:00 noon UK time on Wednesday 24th April 2019**

**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 departments.

*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)*

Due to the large volume of recruitment that the department administers we are unable to provide feedback to non-shortlisted applicants.

Should you experience any difficulties using the online application system, please email recruitment.support@admin.ox.ac.uk. Further help and support is available from www.ox.ac.uk/about_the_university/jobs/support/. To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will be notified of the progress of your application by automatic emails from our e-recruitment system. **Please check your spam/junk mail** regularly to ensure that you receive all emails.

**Important information for candidates**

**Pre-employment screening**

Please note that the appointment of the successful candidate will be subject to standard pre-employment screening, as applicable to the post. This will include right-to-work, proof of identity and references. We advise all applicants to read the candidate notes on the University’s pre-employment screening procedures, found at: www.ox.ac.uk/about/jobs/preemploymentscreening/.

**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: www.admin.ox.ac.uk/councilsec/compliance/gdpr/privacynotices/job/. The University’s Policy on Data Protection is available at: www.admin.ox.ac.uk/councilsec/compliance/gdpr/universitypolicyondataprotection/.

**The University's policy on retirement**

The University operates an Employer Justified Retirement Age (EJRA) for all academic posts and some academic-related posts. From 1 October 2017, the University has adopted an EJRA of 30 September before the 69th birthday for all academic and academic-related staff in posts at **grade 8 and above**. The justification for this is explained at: www.admin.ox.ac.uk/personnel/end/retirement/acrelretire8+/.
For existing employees, any employment beyond the retirement age is subject to approval through the procedures: www.admin.ox.ac.uk/personnel/end/retirement/acrelretire8+/

There is no normal or fixed age at which staff in posts at grades 1–7 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

University Club and sports facilities
Membership of the University Club is free for all University staff. The University Club provides 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 www.sport.ox.ac.uk/oxford-university-sports-facilities.

Information for international staff
The University offers support and advice to international staff, including a visa loan scheme to cover the costs of UK visa applications for staff and their dependents. See www.admin.ox.ac.uk/personnel/permits/reimburse&loanscheme/.

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 www.welcome.ox.ac.uk.

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 to settle into Oxford and to provide them with an opportunity to meet people in the area. See www.newcomers.ox.ac.uk.

Childcare
The University has excellent childcare services with 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 www.admin.ox.ac.uk/childcare.

Family-friendly benefits
The University subscribes to My Family Care service through which staff are eligible to register for emergency back-up childcare and adultcare services, a 'speak to an expert' advice service and a wide range of guides and webinars through a website called the Work+Family space. See: www.admin.ox.ac.uk/personnel/staffinfo/benefits/family/mfc/.

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 www.admin.ox.ac.uk/eop/disab/staff.

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 www.admin.ox.ac.uk/eop/inpractice/networks/.

Additional benefits
Staff can enjoy a range of other benefits and discounts, including free entry to the Botanic Gardens and University colleges, and discounts at University museums.
See www.admin.ox.ac.uk/personnel/staffinfo/benefits.