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**Head of Professional Services  
  
GRADE 8 *[or GRADE 9\*]***

*[\*whilst the core elements of the role are typical, different expectations apply dependent upon the complexity/dimensions of the School and the associated level of appointment.]*

**Job Purpose** 

To play a lead role in the successful implementation and delivery of the College and School's strategy, policies, and objectives to fully achieve key University/College/School goals and deliver improvements evidenced by internal and external measures. *[At the Grade 9 level this will extend to making significant contributions to shaping the long-term strategic direction of the School/College/University, in partnership with senior academic leaders.]*

The role reports to the Director of College Professional Services and has responsibility to the Head of School to support development and delivery of School strategies and business needs. *[At the Grade 9 level the role will provide significant leadership to determine and deliver the long-term structure of professional services within the School, aligned and contributing to College/University level changes as appropriate.]*

**Main Duties & Responsibilities**

1. Working as part of the School Executive Group, the postholder will make significant contributions to the development and delivery of School strategy in line with the College and University's strategic objectives, evidenced by external measures including KPI's and targets such as student satisfaction, research performance and return on investment. *[At the Grade 9 level the role will, in partnership with the Head of School, lead the strategic planning process and will assume lead responsibility for implementation of significant work streams, partnering on matters of research strategy and planning.]*
2. Manage and develop the professional/administrative, operational, and technical support functions and structures in the School to ensure effective delivery of the School's priorities and KPI target delivery. *[At the Grade 9 level the role will provide significant leadership in resource planning to determine and deliver the long-term structure of professional services within the School, aligned to and contributing to College/University level changes as appropriate.]*
3. Lead horizon scanning for the School to future-proof performance sustainability within an increasingly competitive HE environment. *[At the Grade 9 level this will involve regular reporting on potential changes to the operating model and strategic positioning of the School, for School and College consideration.]*
4. Lead contributor to the financial planning process for the School. *[At the Grade 9 level the role will work with the Head of School to manage and lead financial strategy and lead operational delivery.]*
5. Participate in regular reviews of external competitor benchmarking, developing plans to improve School league table performance. *[At the Grade 9 level this will extend to long-term leadership for assigned business improvement areas.]*
6. The postholder will work with senior academic colleagues to develop and manage external partnerships and networks to enhance the School’s reputation at local, national, and international levels.
7. Make a senior contribution to the successful delivery of key change management programmes across the School/College/University, driving measurable improvement in key performance areas. *[At the Grade 9 level the role will lead assigned change programmes.]*
8. To ensure effective compliance on behalf of the School with the University's governance framework, sourcing appropriate support from specialist/professional colleagues across the institution as required.
9. Contribute to College/University-wide process improvement programmes, driving efficiency gains and improving service provision to students and staff, providing School leadership aligned with College/University expectations. *[At the Grade 9 level the role will be assigned College/University-wide responsibilities to lead and significantly contribute to College/University-wide improvement programmes.]*
10. In partnership with senior colleagues, the postholder will develop a robust framework to support compliance with relevant accreditation bodies and quality assurance processes. *[At the Grade 9 level this will include external engagement with relevant bodies which influence the future strategy and focus of such frameworks.]*
11. Responsible for the implementation of the academic workload model to support efficient and effective resourcing of research and teaching activity streams, working in partnership with senior academic colleagues to optimise resources and their impact to deliver improvement in KPI and league table performance.
12. Undertake other duties as are assigned by the College Director of Professional Services and Head of School.

**Qualifications**

Ability to demonstrate the competencies required to undertake the duties associated with this level of post having acquired the necessary professional knowledge and management skills in a similar or number of different.

Scottish Credit and Qualification Framework level 9, 10 or 11 (Honours Degree, Post Graduate Qualification) or equivalent, including being professionally qualified in a relevant discipline, with a broad range of professional experience in a similar management level role. *[**For the Grade 9 level this will extend to leadership experience in a strategically important role]*

**Knowledge, Skills, and Experience**

* Knowledge of governance and business processes in a large complex organisation
* Broad knowledge of financial management within a budgetary control framework
* Excellent communication and interpersonal skills, particularly influencing, negotiation and diplomacy
* Highly effective leadership skills as a business partner *[For the Grade 9 level this will extend to strategic leadership skills]*
* Proven track record of leading successful change/project management across a complex organisation *[for the Grade 9 level this will extend to a sustained track record with demonstrable transformational impact]*
* Proven track record of business process improvement delivery
* Resilient and able to maintain momentum in the face of challenges and setbacks
* Understanding of financial planning and business analytics
* Excellent customer service, stakeholder management and business partnering skills
* Proven ability to develop, deliver and articulate a clear vision
* Proven ability to develop operational plans to support strategic initiatives
* Excellent ability to empower and motivate others to deliver a high-performance culture in a participative manner
* Extensive and recent administrative management/leadership role in a large complex organisation *[For the Grade 9 level this will extend to strategic leadership experience]*
* Extensive and recent experience in a business partner role working with senior colleagues, stakeholders in the development and implementation of strategic objectives, strategies and major projects
* Broad experience using Lean/other methodology in the delivery of significant benefits to the business through process improvement/change management programmes.