



Assistant Department Manager

Department	Humanities (https://www.strath.ac.uk/humanities/departmentofhumanities/)		
Faculty	Faculty of Humanities and Social Sciences (www.strath.ac.uk/humanities/)		
Staff Category	Administrative and Professional	Reference No	601195
Reports To	Department Manager	Grade:	6
Salary Range:	£31,396 -£34,980	Contract Type:	Open Contract
FTE	1 (35 hours/week)	Closing Date	14/03/2024
Holidays	31 days + 11 statutory days Option to purchase additional holidays	On Site Facilities	Car parking, sports centre, catering
Pensions	Contributory pension scheme available to all staff including generous employer contribution.		
Training	Professional Development with Organisational and Staff Development Unit (OSDU) plus external training if required		
Family Friendly Benefits	Generous parental leave provision, on-campus nursery and options for flexible working		
Health and Wellbeing	University Sport centre, Occupational Health service, access to health and wellbeing events, cycle to work scheme, Employee Assistance Programme, agile working and established carers support network and carer friendly policies		

Job Advert

The Department of Humanities within the Faculty of Humanities and Social Sciences (HaSS) is a community of researchers, teachers, students, and support staff working together on some of the most interesting and exciting issues in contemporary culture. The Department comprises of seven subject areas, English and Creative Writing, French, History, Italian, Journalism, Media and Communication, Spanish and Translation Studies. The Department Support Team provides high quality administrative support to a diverse population of staff, undergraduate students, postgraduate taught (PGT) and postgraduate research (PGR) students as well as external partners. We are seeking to appoint a full time Assistant Department Manager to join our busy team.

The key remit of this role is to work in partnership with the Department Manager, Director of Teaching and Head of Department to support decision making in areas such as staff capacity planning, finance management, operational processes and procedures, resource and asset management, and strategic planning and performance.

The post holder will support the delivery of strategic ambitions such as 'HaSS Futures' that aims to create opportunities for greater innovation, efficiency and flexibility across the Department and Faculty's operations, supporting the delivery against the University strategy. The successful candidate will embody the University's values, and progress the ambitions outlined in the University's People Strategy that recognises that the collective talents, effort and commitment from our staff are essential in delivering the University's ambitions for 2030 and beyond.

The successful candidate will lead, motivate, support, and develop the Department Support Team, and work collaboratively with academic, Faculty and University colleagues to deliver excellent programme support provision, and post award research and knowledge exchange activities.

To be considered for the role, you will hold an HNC/ HND (or equivalent) in a relevant subject plus experience in a similar role or significant experience in directly relevant roles. You will have the ability to support strategy and resource planning, excellent communication skills and ability to lead the day-to-day operations of an administration team. You will have demonstrable experience of developing effective relationships with both external and internal stakeholders, strong networking, and influencing skills and excellent analytical and problem-solving abilities. You will have the ability to make decisions and prioritise own workload as well as that of the administration team and have some experience of actively supporting continuous improvement initiatives.

Previous experience in a similar role in a Higher Education Institution would be advantageous.

Job Description

Brief Outline of Job:

Lead the day-to-day operations of the Department Support Team, support the Department Manager with activities such as, but not limited to, staff capacity planning, finance management, operational processes and procedures, resource and asset management, and strategic planning.

Main Activities/Responsibilities:

1.	Operationally lead, manage and develop a team of administration staff - ensuring work is appropriately allocated, through supervision, and support meetings. Adapt supervisory style to resolve problems with workload allocation and provide hands-on training and development as required. Be the first point of contact to address staff concerns and resolve any issues in relation to workload allocation.
2.	Take a leading role in planning and prioritising the work of self and others taking the initiative to plan projects and involving colleagues in these; use initiative and judgement to enhance the Department Support Teams effective and efficient quality services; identify individual and team-training needs; recommend and deliver staff training and development, in line with business needs and KPIs. Conduct Accountability Development Reviews (ADRs) to ensure individual, team and University objectives are achieved and are in line with the University Values and Objectives.
3.	Demonstrate clear leadership qualities and create a distinctive position within the Department; take a leading role in dealing with complex issues (such as workload allocation for academic colleagues) and as such, ease the burden on the Head of Department and Department Manager. Identify and implement solutions to improve current systems and processes, in compliance with University policy and practice. Use initiative and judgement to independently resolve complex queries and complaints, only escalating to seniors as appropriate.
4.	Providing guidance and advice to internal and external stakeholders to deliver quality services under tight deadlines; responding to, and independently resolving unforeseen issues with efficient use of problem-solving techniques; recommending and implementing good processes and practices.
5.	Play a pivotal role in changing demands by contributing to the implementation of the annual strategy as part of a team; contributing to Department Leadership Group meetings in order to ensure synergy of practice across programmes - in line with the Department's strategic aims and objectives.
6.	Provide clear communication and clarification to various issues involving HR, University compliance and monitoring procedures. Be an efficient user of the HR recruitment systems and support the Head of Department and Department Manager with the recruitment and induction of new staff.
7.	Co-ordinate the improvement of manual and computerised systems and processes to support academic staff with the University's virtual learning environment (VLE), MyPlace; work with colleagues to enhance the Department social media and web presence. Contribute to new software solutions in order to meet staff, student and programme needs.
8.	Monitor and analyse a wide range of complex budgets, suggesting ways to reduce costs and increase income. Plan and forecast to ensure all budgets are spent within the given timescales. Provide comprehensive support and guidance on budget control and finance with the ability to understand outturns for the Department. Interpret and present financial management information using University systems, policy and practice to support evidenced based decision making for the Department. Identify and provide statistical data and budget reports as a basis for negotiations for operational improvements.
9.	As the Departmental Safety Coordinator, ensure adherence and compliance to all H&S guidelines and University policies.
10.	Assist with a range of other activities as required, such as deputising for the Department Manager on a regular basis, use initiative to determine and alleviate potential complaints and/or problems before they escalate.
11.	Any other reasonable duties, which assist with the smooth running of the Department.

Person Specification

Educational and/or Professional Qualifications

(E=Essential, i.e. a candidate must meet all essential criteria to be considered for selection, D=Desirable)

E1 A relevant HNC/HND plus experience in a similar, student facing role or significant experience in a range of steadily larger, directly relevant roles

Experience

E2 Experience of, or ability to, manage, coach, and develop teams

E3 Experience of successfully dealing with a range of complex matters using initiative and judgement without recourse to seniors, except in exceptional circumstances

E4 Demonstrable experience of developing effective relationships with both external and internal stakeholders, including but not limited to, students, academic and professional services university staff, industry and research councils

E5 Experience or demonstrable ability to manage resources, including budgets, coordinate and write business cases or reports

E6 Ability to review and improve operational performance to achieve strategic goals

E7 Experience of supporting continuous improvement initiatives

D1 Previous experience in a similar, student facing role in a Higher Education Institution

Job Related Skills and Achievements

E8 Demonstrable leadership competencies such as the ability to support strategy, excellent communication, networking, change management and influencing skills

E9 Excellent analytical, problem solving and decision-making skills

E10 Knowledge and awareness of relevant university policies and procedures

E11 Excellent team working abilities

E12 Proficient user of IT packages such as MS Teams, Outlook, Word, Excel, SharePoint, Power Automate and other related software

E13 Competent with University systems (such as FMS, MyPlace, Pegasus, Sunbird) or experience using VLEs, Financial Management Systems and Management Information systems.

Personal Attributes

E14 Proactive and applies initiative to maintain progress and is naturally organised and forward-thinking

E15 Confident communicator who is robust and resilient, with the ability to establish credibility at all levels

E16 Ability to work to tight deadlines and manage competing priorities, without compromising quality of work, achieving deadlines

E17 A leadership and management style which is consistent with the University's Values, and which supports others to deliver

Application Procedure

Applicants are required to complete an application form including the name of three referees who will be contacted without further permission, unless you indicate that you would prefer otherwise. Applicants should also submit a Curriculum Vitae and a covering letter detailing the knowledge, skills and experience you think make you the right candidate for the job. Applicants should also complete the Equal Opportunities Monitoring Form.

Other Information

Further information on the application process and working at Strathclyde can be found on our website (<http://www.strath.ac.uk/hr/workforus>).

Informal enquiries about the post can be directed to Suzanne Kuboyama, Faculty Officer (Operations) (Suzanne.kuboyama@strath.ac.uk).

Conditions of Employment

Conditions of employment relating to the Administrative and Professional staff category can be found at: [Conditions of Employment](#).

Rewards and Benefits

Our staff have access to a wide range of outstanding benefits that include financial rewards, family friendly and wellbeing benefits and career development opportunities, details of which can be found [here](#).

Probation

Where applicable, the successful applicant will be required to serve a 9 month probationary period.

Pension

The successful applicant will be eligible to join the Universities' Superannuation Scheme. Further information regarding this scheme is available from [Payroll and Pensions](#).

Relocation

Where applicable, the University offers a relocation package to support new employees who meet the eligibility criteria. The relocation package is offered as a contribution towards costs incurred, and is designed to be flexible, allowing staff to use the financial support available in the way that will be most helpful to them. Further details are outlined in the Relocation Policy.

Interviews

Formal interviews for this post will be held week commencing 25 March 2024.

Equality and Diversity

The University of Strathclyde is a socially progressive institution that strives to ensure equality of opportunity and celebrates the diversity of its student and staff community. Strathclyde is people-oriented and collaborative, offering a supportive and flexible working culture with a deep commitment to our equality, diversity and inclusion charters, initiatives, groups and networks.

We strongly encourage applications from Black, Asian and minority ethnicity, women, LGBT+, and disabled candidates and candidates from lower socio-economic groups and care-experienced backgrounds.

University Values

The University's Values capture what we're all about: who we are, what we believe in and what we stand for. [Our Values](#) have been derived from how we act and how we expect to be treated as part of Strathclyde.

