

JOB DESCRIPTION

Job Title: Director of Commercial Operations & Hospitality Services	Band Senior Scale D: £66,857 - £73,056 <i>Opportunity to progress to £75,248</i>
Department: Facilities & Estates	
Reporting directly to: Pro-Vice Chancellor (Finance & Resources)	
Responsibility for: Commercial Operations relating to university facilities and providing high quality and efficient services to students, staff and visitors.	
<p>Main Duties*:</p> <p><u>Strategic</u></p> <ol style="list-style-type: none"> 1. To develop in conjunction with the Vice-Chancellor and Chief Executive, the Pro-Vice Chancellor (Finance & Resources), and other University Executive members a coherent strategy maximising income generation of the university facilities. This will involve agreed target setting and regular reporting of progress. 2. To assist the Vice Chancellor and Chief Executive, Pro-Vice Chancellor (Finance & Resources) and the University Executive to assess and identify future opportunities for developing the commercial offering of the university and costs / risks inherent in delivering these opportunities whilst ensuring that decisions are considered on the basis of relevant, accurate and meaningful facts and data. 3. To assess different ways of working or delivery methods to establish whether there are alternative service provision models and any impact that these will have on the provision of student accommodation, cleaning operations and catering provision. <p><u>Leadership - Commercial</u></p> <ol style="list-style-type: none"> 4. To work together with senior academic and professional colleagues to assist in the specific development of a coherent and financially sustainable Commercial strategy including, but not limited to the Arena and other sporting facilities; the Art House and other related cultural facilities; and the Halls of Residence, Barrington House and other accommodation. The aim is to develop and deliver a strategy for maximising the use of University facilities at times when they are not directly required for student educational or student society use, and in line with the University's primary purposes of education and research. For example, the University is a world leader in inclusive sport, therefore, weekend and school holiday inclusive sports camps are strongly welcomed together with summer tournaments and residential camps. 5. To assist the communication of the University's Commercial strategy and vision and its impact across the university and the wider community. 6. To ensure the full utilisation of the University's residential Estate including very high occupancy rates during the academic year. 7. To liaise with colleagues in Estates and Facilities and Finance to ensure the University's residential estate remains commercially competitive including advising on pricing, including competitor analysis, and providing recommendations regarding future refurbishment works. 	

8. To maximise opportunities for occupancy at all other times (including through residential summer schools, conferences, sports, and arts camps) to support University educational, community and commercial activities.
9. To attend the relevant Committee meetings and support and advise the Vice Chancellor and Chief Executive, the Pro-Vice Chancellor (Finance & Resources) and other members of the University Executive on appropriate commercial matters, including financial impacts, procurement implications and on-going operational consequences.

Leadership – Hospitality Services

10. To support the Vice Chancellor and Chief Executive, the Pro-Vice Chancellor (Finance & Resources) and other members of the University Executive in all aspects of the efficient operation of student accommodation, cleaning operations and catering provision.
11. To develop plans to deliver a high-quality residential experience for the university's students in conjunction with senior colleagues.
12. To manage any transactions and relationships with external landlords on behalf of the University and manage lease negotiations.
13. To provide an efficient and cost-effective catering provision including managing any transactions and relationships with the external catering contactors on behalf of the University and manage future procurement negotiations. This will involve agreed target setting and regular reporting of progress relating to this provision, including the food and drink offer, pricing and individual outlet performance including coordination with The Students Union.
14. To provide an efficient and cost-effective cleaning provision across the University including managing any transactions and relationships with the external contactors as relevant on behalf of the University.
15. To provide practical assistance, guidance and leadership relating to university events including graduation, welcome weeks, open days and other relevant activities (this may include evening and weekend working on occasion).
16. To actively engage with the Students Union in conjunction with senior colleagues in matters relating to the student experience of accommodation, catering, cleaning, merchandise, and other commercial aspects.
17. To assist in all relevant procurement processes and be responsible for managing, either directly or via the wider Facilities team members, any appointed contractors to ensure that they deliver to the quality, time and cost as contracted and agreed.
18. To ensure legislative compliance including Fire Safety and wider Health and Safety considerations across the University campuses, adherence to the UUK Accommodation Code of Practice and associated audit requirements, and practical environmental sustainability criteria.

People Management and Relationships

19. Assess the structures of designated functions within the department to establish whether they are efficiently configured to deliver a high quality and responsive service and to maximise opportunities as they exist. Where necessary instigate suitable restructuring or improvement

processes to ensure that these functions are operated to provide the required performance and service levels, including KPI's to evidence these operational efficiencies.

20. To effectively lead and manage postholders in the areas of Commercial Operations and Hospitality Services including, but not limited to, Commercial income generation from accommodation, university buildings and university sports facilities, Conferencing, Summer Schools, Student Accommodation, Campus wide cleaning operations and catering provision.
21. To undertake annual appraisals for any direct reports, including objective setting and training requirements.
22. To maintain professional working relations with personnel at key suppliers including Catering contractors, Customers, local agencies, and Councils, etc.
23. To support the Pro-Vice Chancellor (Finance & Resources) with any other ad-hoc tasks that may arise from time to time.
24. Maintain personal and professional development to meet the changing demands of the job; participate in appropriate training activities and encourage and support staff in their development and training.
25. Take steps to ensure and enhance personal health, safety and well-being and that of other staff and students.
26. Carry out these duties in a manner that promotes equality of opportunity and supports diversity and inclusion and takes into account the University's commitment to environmentally sustainable ways of working.

***The above does not represent an exhaustive list of duties associated with this role.**