

JOB DESCRIPTION

Operations Manager

ROLE TITLE	Operations Manager
SECTION/DIVISION:	Divisional Services and Administration, Operations Division
REPORTS TO:	Divisional Senior Manager or Faculty Manager or Campus General Manager or Director Divisional Services and Administration
DIRECT REPORTS (FTE):	Up to 10 FTE
INDIRECT REPORTS (FTE):	Up to 40 FTE
PRIMARY PURPOSE OF THE ROLE:	The Operations Manager is a key role that works with the relevant department/unit leader(s) to support the effective and efficient leadership, management, and development of operational activities specific to the portfolio. This includes strategic operational planning and reporting, and managing service delivery and operational activities. The Operations Manager will manage the translation to annual operational plans, ensuring alignment of the operational and professional services to the portfolio's strategic requirements. Acting as a conduit, and through strong relationship building, this role manages the interface with service units and the portfolio. The Operations Manager agrees the standards and delivery of shared services to ensure excellent and timely services. This role is a member of the leadership team and committees relevant to the portfolio.
ACCOUNTABILITIES:	Portfolio operations and services management <i>Outcome: Operational services meet the needs of the portfolio to ensure it fulfils its teaching, learning, research, engagement, and service objectives.</i> • Ensure management of the day-to-day operating activity for the portfolio. Lead and coordinate staffing and resources, e.g., information technology, to ensure operational objectives and goals are reached, delegate where appropriate. • Partner with the relevant leadership team members to operationalise academic and professional endeavours and the broader division strategy of the individual departments/units within the portfolio. • Oversee operational aspects of student matters to ensure the right people and processes are in place to support student needs. • Continually seek to improve student and staff experiences through improving service design and delivery, refining processes, and regularly seeking feedback from stakeholders to gauge satisfaction, service quality and responsiveness. • Develop reports on resource usage, services, and facilities as requested by the leader(s). • In collaboration with service divisions, (for example Property Services, ITS, and Health, Safety and Wellbeing) oversee the management of buildings and ensure effective utilisation of space, ensuring facilities and infrastructure needs are in line with workplace health and safety standards and regulations. • Perform related duties as assigned, within the scope of the role. Portfolio strategic management <i>Outcome: The portfolio's leader(s) are supported and guided in their mission to bring to life the relevant department/unit's vision, strategy, and goals through resilient and timely planning and reporting.</i> • In collaboration with the leader(s) contribute to the development of the department/unit strategy.

- Manage the ongoing translation and implementation of the strategic plans, ensuring key priorities, outcomes and metrics are clearly monitored and measured.
- Work with the Divisional Senior Manager and relevant leader(s) to consult on and communicate strategic initiatives, and translate these into sound operationally aligned plans for the departments/units.
- Lead and advise on operational decision making, ensuring consistency of University and divisional process, alongside the leader(s).
- Interpret, advise, and implement University policies and procedures, assisting academic and professional staff with more complex matters of policy interpretation and other procedural issues.
- Build and maintain collaborative relationships with internal and external stakeholders.

People leadership and organisational culture

Outcome: Promote a purposeful and values-driven environment, where staff are motivated and supported to be their best.

- Coordinate and manage, where appropriate, various professional staff to ensure cohesion and consistency of practice, aligned with the division's culture and values.
- Implement workforce planning, recruitment, and resourcing plans to ensure the future staffing needs of the portfolio are met.
- Monitor staff onboarding, training, and development of professional staff to ensure consistency of approach across the division. In collaboration with the key portfolio leader(s) ensure appropriate onboarding and induction for all staff.
- Motivate the team to be student and staff focused where they are at the heart of decisions and the design of systems and processes.
- Continually assess job design, ensuring the work of the team is structured so members interact with each other productively, this includes eliciting and interpreting feedback, and applying appropriate people methodologies.
- Assess performance of staff and apply interventions and capability building.
- Work as part of a network of managers to share knowledge and support each other in development. Work with the network to ensure seamless service delivery across areas, and a consistent approach to continuous improvement and adoption of new initiatives.

Health, safety, and wellbeing

Outcome: There is a culture of staff, student and patient health, safety, and wellbeing within the portfolio. Staff actively collaborate and implement the University's health, safety, and wellbeing frameworks and programmes.

- Partner with the relevant department/unit leader(s) to ensure a safe working environment is in place for all staff. Implement the University's and division's health, safety and wellbeing strategies and plans and continually monitor and evaluate risks and opportunities for improvement.
- Positively role model and manage health, safety, and wellbeing by reinforcing an environment that is safe and supportive for all staff, students, contractors, and visitors.
- Integrate the University's health, safety, and wellbeing policies and procedures as a fundamental element of the campus/service objectives.
- Collaborate with appropriate committees, monitor agreed annual objectives.

Risk, compliance and business continuity planning

Outcome: There is a proactive and resilient approach to risk management, resource continuity, and policy compliance, ensuring the uninterrupted pursuit of department/unit/divisional objectives.

- Manage and identify risks to ensure the efficient and effective implementation of the portfolio strategy or business plans. Deliver core services within the division in a structured and coordinated approach to mitigate risks.
- In collaboration with the relevant leader(s), establish contingency plans to support the ongoing supply of critical resources needed to maintain business as usual activity and service delivery to the University.
- Ensure compliance with University of Otago's policies and processes.

Engage, empower, and make a difference

Outcome: The University of Otago achieves its objectives through a constructive, supportive, and collaborative culture that empowers all members of the University whānau.

- Actively exemplify and live the University values, embedding, and promoting these in interactions with colleagues, students, and stakeholders.
- Respect and embrace Te Tiriti o Waitangi, the Māori Strategic Framework, and the Pacific Strategic Framework.
- Embody the University's commitment to inclusiveness, participation, recognition, support, and sense of connection and belonging for all students and staff.
- Bring to life Tī Kōuka: The Sustainability Strategic Framework, and sustainability efforts of the University within the division. Role model the responsible use of resources and equipment.
- Participate in and lead projects and other duties as requested to support the University's success.

KEY RELATIONSHIPS:**Internal**

Strong functional relationship with the leader(s) of the relevant department/unit and associated staff.

Strong functional relationship with other Operations Managers.

Committees associated with the portfolio.

Advisory and operational support services.

All University staff and students.

External

Dependent upon work area and requirements of the department/unit leader(s) of the portfolio(s).

May include Government departments, institutions, agencies, senior officials, or executives.

QUALIFICATIONS AND EXPERIENCE:**Essential**

Tertiary qualification or equivalent body of knowledge appropriate to the role.

Considerable experience in people leadership, engagement and management, ideally within the higher education and/or health sector.

Considerable experience in the business, infrastructure, operational and resource management of an organisation.

Demonstrated experience in executing projects and change initiatives, including identifying clear objectives and key measures of change, building commitment among stakeholders, understanding people management implications, and aligning and developing organisational capacity with strategic outcomes.

Preferred

Project management

TECHNICAL SKILLS AND KNOWLEDGE:**Essential**

Ability to balance day-to-day operational needs against longer-term strategic requirements.

Demonstrated skills in identifying and creating efficiencies through improved processes and the prioritisation and reallocation of resources.

Excellent communication, consultation skills and negotiation skills to drive internal and external engagement.

Excellent interpersonal skills with the ability to develop and deploy effective working relationships across a diverse range of people.

Preferred

Understanding of the key strategic issues in the higher education sector and/or health sector.

SPECIAL REQUIREMENTS:

Contribute as part of a network of Divisional Services and Administration staff working across client portfolios and providing suitable coverage during periods of leave and peak period activities.

May be required to perform duties at different workplaces or locations across the campuses.

**DIRECT BUDGET
ACCOUNTABILITY:**

Authorises expenditure from another person's budget in accordance with University financial delegations.

**MĀORI STRATEGIC
FRAMEWORK:**

Act in a manner consistent with the principles and implications, as well as the University's commitment to the Treaty as articulated in the Māori Strategic Framework.

**PACIFIC STRATEGIC
FRAMEWORK:**

Act in a manner consistent with the strategies and goals contained in the University's Pacific Strategic Framework, role-modelling and promoting Pacific values, equity and diversity principles and cultural safety practices.

HEALTH AND SAFETY:

Act and work in a manner compliant with current health and safety at work legislation and University procedures, frameworks, and guidelines. Role model safe behaviour and practices, share the responsibility to prevent harm and contribute to a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitors, and other staff.

SUSTAINABILITY:

Act in a manner consistent with the University's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.

CAPABILITY FRAMEWORK:

Capability Group	Capability Name	Level
ENGAGE	Communicate Effectively	Advanced
	Commit to Customer Service	Adept
	Work Collaboratively	Advanced
	Influence and Negotiate	Adept
ENABLE	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Demonstrate Accountability	Advanced
PERSONAL ATTRIBUTES	Display Resilience and Courage	Advanced
	Act with Integrity	Adept
	Manage Self	Adept
	Value Diversity	Adept
PEOPLE MANAGEMENT	Manage and Develop Capability	Advanced
	Inspire Direction and Purpose	Adept
	Optimise Work Outcomes	Adept
	Change and Innovation	Adept
LANGUAGE AND CULTURE	Te Reo	Intermediate
	Tikanga Māori	Intermediate

CAPABILITY FRAMEWORK DESCRIPTORS

Operations Manager

ENGAGE

Communicate Effectively	Commit to Customer Service	Work Collaboratively	Influence and Negotiate
<i>Communicate clearly, actively listen to others, and respond with respect</i>	<i>Provide customer centric services in-line with the University's and organisational objectives</i>	<i>Collaborate with others and value their contribution</i>	<i>Gain consensus and commitment from others and resolve issues and conflicts</i>
ADVANCED	ADEPT	ADVANCED	ADEPT
Present with credibility, engage varied audiences and test levels of understanding. Adjust style and approach to optimise outcomes Translate technical and complex information concisely for diverse audiences Actively listen and create opportunities for others to contribute to discussion and debate Write fluently and persuasively in a range of styles and formats	Take responsibility for delivering high quality customer-focused services Understand customer perspectives and ensure responsiveness to their needs Identify customer service needs and implement solutions Find opportunities to connect and co-operate with internal and external parties to improve outcomes for customers Maintain good relationships with key customers in area of expertise	Build a culture of respect and understanding across the organisation Recognise outcomes which resulted from effective collaboration between teams Build co-operation and overcome barriers to information sharing, communication and collaboration across the organisation Facilitate opportunities to engage and collaborate with external stakeholders to develop joint solutions	Negotiate from an informed and credible position Lead and facilitate productive discussions with staff and stakeholders Encourage others to talk, share and debate ideas to achieve a consensus Pre-empt and minimise conflict. Recognise and explain the need for compromise Influence others with a fair and considered approach and sound arguments

ENABLE

Deliver Results	Plan and Prioritise	Think and Solve Problems	Demonstrate Accountability
<i>Achieve results through efficient use of resources and a commitment to quality outcomes</i>	<i>Plan to achieve priority outcomes and respond flexibly to changing circumstances</i>	<i>Think, analyse and consider the broader context to develop practical solutions</i>	<i>Be responsible for own actions, adhere to legislation and policy and proactively address risk</i>
ADEPT	ADEPT	ADEPT	ADVANCED
Take responsibility for delivering on intended outcomes. Use own expertise and seek others' expertise to achieve work outcomes Ensure team/work unit staff understand expected goals and acknowledge success Identify resource needs and ensure goals are achieved within budget and deadlines Identify changed priorities and ensure allocation of resources meets new organisational needs. Ensure financial implications of changed priorities are explicit and budgeted	Take into account future aims and goals of the team/work unit and organisation when prioritising own and others' work Initiate, prioritise, discuss, and develop team/work unit goals, strategies, and plans Anticipate and assess the impact of changes, such as organisational strategy/economic conditions, on team/work unit objectives and initiate appropriate responses Monitor and evaluate achievements and adjust future plans accordingly	Research and analyse information, identify interrelationships, and make relevant evidence-based recommendations Anticipate, identify, and address issues and potential problems and select the most effective solutions from a range of options Participate in and contribute to team/work unit initiatives to resolve common issues or barriers to effectiveness Identify and share organisational process improvements to enhance effectiveness	Design and develop systems to establish and measure accountabilities and outcomes Incorporate sound risk management principles and strategies into planning. Ensure accountabilities are exercised in line with operational goals Monitor and maintain operational area knowledge of and compliance with legislative and regulatory frameworks Model the highest standards of financial probity, demonstrating respect for University monies and other resources

PERSONAL ATTRIBUTES

Display Resilience and Courage	Act with Integrity	Manage Self	Value Diversity
<i>Be open and honest, prepared to express your views, and willing to accept and commit to change</i>	<i>Be ethical and professional and act in keeping with the University's values</i>	<i>Show drive and motivation, a measured approach, and a commitment to learning</i>	<i>Show respect for diverse backgrounds, experience, and perspectives</i>
ADVANCED	ADEPT	ADEPT	ADEPT
Stay calm and act constructively in highly pressured and unpredictable environments Give constructive and honest feedback and advice using appropriate manner and tone in the face of strong, contrary views Accept criticism of own ideas and respond in a thoughtful and considered way Welcome new challenges and persist in raising and working through new and difficult issues Develop effective strategies and show decisiveness in dealing with emotionally charged situations, difficult and controversial issues	Represent the organisation in an honest, ethical, and professional way and support a culture of integrity and professionalism within the team/work unit Set an example for others to follow and identify and explain ethical issues pertaining to work activity. Ensure others clearly understand the legislation and policy framework within which they operate Act to prevent and report misconduct and inappropriate behaviour	Look for and take advantage of opportunities to learn new skills and develop strengths Show commitment to achieving challenging goals Examine and reflect on own performance and areas for improvement. Encourage feedback from colleagues and stakeholders Demonstrate a high level of personal motivation and maintain own motivation when tasks become difficult	Seek to promote the value of diversity for the organisation Recognise and adapt to individual differences and working styles Support initiatives that create an environment in which diversity is valued

PEOPLE MANAGEMENT

Manage and Develop Capability	Inspire Direction and Purpose	Optimise Work Outcomes	Change and Innovation
<i>Engage and motivate staff and develop capability and potential in others</i>	<i>Communicate goals, priorities and vision and recognise achievements</i>	<i>Manage resources effectively and apply sound workforce planning principles</i>	<i>Support, promote and champion change, and assist others to engage with change</i>
ADVANCED	ADEPT	ADEPT	ADEPT
Refine roles and responsibilities over time to achieve better organisational outcomes Recognise talent, develop team capability, and seek opportunities to develop staff capability across teams/work unit(s) Provide timely, constructive, and objective feedback to staff Coach and mentor staff and encourage professional development and continuous learning Address and resolve team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way	Promote a sense of purpose within the team and enable others to understand the strategic direction of the organisation Translate broad goals into operational needs and explain the links for the team. Link team performance goals to work unit goals to ensure implementation of area/divisional goals Monitor and report on performance of team in line with established performance development frameworks Recognise and acknowledge high individual and team performance	Initiate and develop longer-term goals and plans to guide the work of the team/work unit in line with organisational objectives Allocate resources to ensure achievement of work outcomes and contribute to wider workforce planning Ensure that team members base their decisions on a sound understanding of work principles as they apply to the University Monitor performance against standards and take timely corrective actions. Keep others informed about progress and performance outcomes	Actively promote change processes to staff and participate in the communication of change initiatives across the work unit(s). Seek and foster new ways of doing things Provide guidance, coaching and direction to individuals and others managing uncertainty and change Identify cultural barriers to change and implement strategies to address these

LANGUAGE AND CULTURE

Te Reo	Tikanga Māori
<i>Develop understanding and use of te reo Māori (Māori language)</i>	<i>Create knowledge and use of tikanga Māori (Māori cultural practices) in the workplace</i>
INTERMEDIATE	INTERMEDIATE
Demonstrate use of te reo Māori words and phrases in appropriate workplace settings Has prepared and can communicate accurately own mihi if required in the workplace context Take part in opportunities to practice and extend own language capability	Understand the University's Māori Strategic Framework and incorporate its principles appropriately in workplace activities Demonstrate an appropriate workplace understanding and awareness of tikanga Māori Has knowledge of the Articles and Principles of Te Tiriti o Waitangi Take part in opportunities to extend own understanding and awareness of tikanga Māori and Te Tiriti o Waitangi