Hertford College, Oxford

Domestic Bursar

(Director of Domestic Operations)

The College

Hertford is one of the larger Oxford colleges, with roughly 650 students, two-thirds of whom are undergraduates. It traces its roots back to the late thirteenth century as Hart Hall, through several incarnations and a period as Magdalen Hall, to the present day Hertford College which was refounded in 1874.

The Fellowship, which has responsibility for the governance of the college, currently consists of forty-three Governing Body fellows, the majority of whom are involved in undergraduate teaching. In addition, over thirty lecturers supplement teaching provision, and around 100 members of administrative and domestic staff coordinate and support key activities. Fellows, lecturers and students are drawn from a range of disciplines across the four Divisions (Humanities, Social Sciences, MPLS, and Medical Sciences). Academic and administrative offices are on the main site, as is accommodation for many students, complemented by further accommodation for both graduates and undergraduates at various other sites around Oxford.

The college has a reputation for being both progressive and friendly. It was one of the first colleges to go mixed, and the ratio of female students to male remains comparatively high. For over fifty years, Hertford has championed access for students from backgrounds under-represented at Oxford, and this continues to be the focus of our outreach work.

The Role

Reporting to the Bursar, The Domestic Bursar is accountable for the majority of functions concerned with the delivery of domestic services to College Members (Fellows, Students and Staff) and to guests (whether conference delegates, visiting old members or the general public). The Domestic Bursar is expected to be a champion for maintaining standards and quality, as well as an agent for continual improvement, leading by example through a hands-on approach, getting things done.

Managing several key functions - Lodge porters, Maintenance, Housekeeping, and Events - they will also will enjoy a close and supportive working relationship with the Head of Catering Services, providing a broad co-ordination across Domestic and Catering functions.
Together these functions are in many ways the public face of the College, and deliver the first experience that our guests and students have on arrival.

The Domestic Bursar will attend the College’s Governing Body (twice termly), as well as a number of other committees responsible for dealing with specific policy or operational matters. Additionally, the Domestic Bursar will represent the College at relevant Conference of Colleges and University meetings as appropriate (e.g. the Domestic Bursars’ Committee), and report back on matters of note to the Bursar or other College Officers as required.

As a senior member of staff the Domestic Bursar will on occasion be expected to support the Bursar across a broad spectrum of operational management matters, deputising when necessary.

**Specific Responsibilities**

**Management & Leadership**

- The Domestic Bursar will oversee the smooth running of the domestic activities of the College and College events, including any compliance with regulations applying to these activities. This will involve, inter alia, maintaining relationships with College Officers, academic members, students, alumni and visitors to the College; participating in the overall running of College, setting objectives for direct reports and monitoring performance; reporting to various committees on any matters within their area of responsibility; ensuring domestic teams operate within budgetary guidelines. As well as direct management of specific operational functions, the post-holder is expected to play a full role in supporting the wider operational leadership agenda, working in a flexible and collaborative way as part of a senior team. This will sometimes involve taking on additional responsibilities for key pieces or work.

- The Domestic Bursar will have responsibility for a range of operational teams (totalling approximately 60 permanent staff), managed through various direct reports, including the Head Porter, Domestic Manager, Clerk of Works, Events Coordinator and Boathouse Manager. The Domestic Bursar will have responsibility for personnel management issues within these areas but will also have a formal capacity in relation to broader College (non-academic) HR procedures. Specifically this includes dealing with staff complaints, and conducting disciplinary meetings, where they will act as the main Hearing Manager (with the Bursar acting as the Appeal Manager). They will work closely with the HR Manager, and may be required to liaise with external advisors as instructed on the College’s behalf.

- In their domestic management capacity they will have a defined role in various other non-academic procedures across College, including safe-guarding and other welfare areas. These roles are formalised within various College policies.

- They will maintain a sound command of the College’s operational (non-academic) policies and procedures, and be able to explain these to any member of College who seeks their advice. They will be expected to be able to act as a first point of contact point for any operational matters, ensuring a smooth hand off as required to peers of other areas as required.
• Due to the nature of the role it will be necessary at times for the post-holder to assume such reasonable duties as are required and directed by the Bursar.

**Domestic Facilities and Services**

- Oversee the provision of student accommodation services, including:
  - Allocation of rooms, and all related processes.
  - Provision of accurate residence data for billing purposes.
  - Annual review of licensing terms and pricing, proposing suitable changes as required.
  - Compliance with compulsory as well as adopted regulatory standards, including the Universities UK Accommodation Code of Practice.
- Provide facility management of other College accommodation, administration, communal and operational areas, ensuring these are maintained to a high standard, and available as required to meet the day to day demands of College life.
- Arrange the supply of core domestic services including utilities, equipment service and maintenance contracts, external maintenance contracts (e.g. grounds), and other external service suppliers.
- Maintain supporting policy and processes for bookings of all building facilities, including meeting rooms, sports facilities, communal spaces, storage areas etc.
- Working with other College Officers, maintain a range of domestic policies (facility bookings, accommodation, events etc.), ensuring these are kept up to date, remain relevant / fit for purpose, and are adhered to.
- Liaise/consult with College members, as appropriate, on domestic policy matters or specific queries referred by teams.

**Front-of-house, Safety & Security**

- The Domestic Bursar will operate a cost-effective and efficient reception and security function via the Lodge, ensuring this is staffed at all times with appropriately trained and supported staff.
- The Domestic Bursar is the nominated Health and Safety Officer for the College. They will ensure that the College is compliant with Health and Safety legislation, devise and update Health & Safety plans and policy documents, and source and implement Health and Safety training. They will be expected to keep abreast of legislation (including upcoming legislation) affecting areas of operational responsibility, and inform relevant College Officers when serious change is imminent, with the objective of ensuring that the College is compliant with all such legislation at all times.
- The Domestic Bursar is expected to ensure that:
  - Physical risks are assessed and managed in all aspects of the College’s operations.
The College is compliant with its obligations under disability legislation and the Equality Act.

Professional advice is received on all relevant health and safety matters from retained external consultants.

The College complies with its commitments in respect to carbon reduction legislation, providing timely and accurate energy data to a cross-college consortium.

• The Domestic Bursar is also expected to:
  
  o Act as the College’s Lead Safeguarding Officer (with the Registrar).
  o Act as the principal point of contact for police, the fire service and the Local Authority.
  o Support the Bursar in maintaining and operating the College’s emergency plans, including business resumption and incident management procedures, and play a central role in the implementation and co-ordination of those plans when invoked.

Event Co-ordination

Oversee the provision of event organisation and management services, to include:

• Arrangement of catering and accommodation bookings (including co-ordination with the College’s International programmes team, which operates its own event management processes).

• Pricing policy / negotiation.

• Supply of relevant data to finance team for billing purposes.

• Cross-college event scheduling (diary), and resolution of any conflicts.

• Co-ordination of activity across all operational teams, acting as the single point of contact for members / external clients running the event.

• NB: The Events Co-ordinator is a new role, and the initial work of the Domestic Bursar in this area will be focused on devising and agreeing optimal working practices and processes.

Estates and Buildings Management

Strategy concerning the estates and buildings of the College is primarily the responsibility of the Bursar; operational matters are primarily the responsibility of the Domestic Bursar, and include:

• Acting as line manager for the Clerk of Works, and overseeing the activity of the internal maintenance team.

• Day to day maintenance and repairs.

• Estates maintenance contracts.
• Act as the main contact point for local council or University departments in relation to all matters involving College buildings or usage licensing (including regulations relating to Alcohol sales).

In addition, the Domestic Bursar will be expected to support the Estates Strategy by:

• Assisting the Bursar in drafting appropriate plans for the enhancement and expansion of the College facilities.
• Maintaining and delivering a rolling programme of preventative maintenance and periodic refurbishment, ensuring that buildings are maintained to the required standards, respecting their historic and listed nature.
• Project managing small scale strategic works programmes.

Financial Administration

With domestic services making up a significant element of the College’s annual expenditure, the Domestic Bursar will be accountable for ensuring strong budgetary control practices in their area, and driving a continual focus on cost efficiency. They will:

• Ensure budgetary discipline, in conjunction with the Bursar and the College Accountant.
• Be expected to contribute significantly to budgetary planning.
• Participate in spending reviews.
• Propose and agree pricing for domestic services (e.g. Student Accommodation).

The Person

The College is a complex institution. Crucial to fulfilling the responsibilities of the role is a combination of strategic planning, effective execution, and a well-judged collaborative approach – all underpinned by the need to achieve results. The Domestic Bursar should thus be able to manage a large number of diverse problems, grasp the underlying issues quickly, and negotiate solutions sensitively, taking account of a variety of views, policies and interests that may sometimes conflict.

Essential Skills, Experience and Attributes

The successful candidate will combine extensive operational leadership experience with a proven ability to drive performance and lead change. They will need to demonstrate:

• Experience operating at a senior level within a medium or large service organisation with accountability for service delivery across multiple functions.
• Excellent inter-personal skills, with an ability to work collaboratively with a range of people, and to handle sensitive matters with professionalism and discretion.
• A strong team leader, able to develop and coach people.
• A pro-active approach, with a track record of leading innovation, and a natural willingness to take ownership of issues and their resolution.
• Outstanding written and oral communication skills, together with an ability to engage at all levels, in formal and informal settings.
• High degree of numeracy, IT skills and the financial acumen to manage budgets, procurement, and contract negotiation.
• Commitment to the aims and ethos of an Oxford College, its structures of governance and operating approach, with the flexibility to work unsocial hours when required.
• Commitment to equality and diversity in the workplace, and an understanding of how such an approach strengthens the organisation.

**Highly Desirable Attributes**

• Educated to first degree level, or with equivalent competencies gained within a vocational role.
• Experience of managing services that operate within or are significantly impacted by regulatory frameworks.
• Familiarity with current HR regulations, and experience of managing processes / change with significant HR implications.
• Health and Safety experience, including a recognised accreditation.
• Professional experience in a higher education environment, and / or working in a collegiate environment.
• Professional experience and/or accreditation within the hospitality industry.
• Experience of Buildings / facilities management

**Conditions of Appointment**

This is a permanent, full-time post. The appointment will be conditional on receipt of satisfactory references. There will be an initial probationary period of one year. Only after successfully completing this probationary period will the appointment be confirmed. During the probationary period, the post-holder’s employment may be terminated by either side on two weeks’ written notice. Once the appointment is confirmed, the period of written notice will be three months.

**Hours**

Senior staff are expected to work such hours as are reasonably needed to fulfil the duties of their posts. In practice this will normally mean not less than 40 hours per week, spread over five working days. Significant flexibility in work patterns will be needed when the requirements of the role demand this – such as the occasional need to attend formal meals and special College occasions.

**Salary & Benefits**

This position is located on Grade 10 of the University’s Salary Scale (£53,691-£62,219), subject to qualifications and experience.
Pension
The post-holder will be entitled to join, or remain a member of, the USS pension scheme.

Meals
The post-holder will be entitled to take meals in College free of charge whilst on duty, when the kitchens are open. They will also be proposed for SCR membership, which provides additional entitlements.

Staff Development
The post-holder will be encouraged to undertake supplemental professional training. Additional training will be available where required or where reasonably requested.

Transport
The College operates a bus pass scheme.

Sports Facilities
The post-holder will have access to the College’s gym.

Holiday
The holiday year begins on 1 September. The post-holder will receive a paid entitlement of 28 working days during the holiday year (5 of these days are taken around Christmas and New Year) in addition to public holidays.

Please note that the College reserves the right to require staff to work on Bank Holidays, receiving, however, a day off in lieu of each such day worked. Bank Holidays within term time will be expected to be working days. Leave must be taken in a manner sympathetic to the College calendar of events. The Bursar must approve all leave, which for this role will ordinarily be expected to be taken out of term.

Application and Appointment Procedure
Those wishing to apply for the post should email the following documents to hr@hertford.ox.ac.uk by 12 noon on 30 October 2018.

1. CV (maximum three sides of A4, to include the names and contact details of two referees);
2. A covering letter detailing how your experience, skills and qualifications meet the criteria for the post;
3. A completed Employment Application Form (available from www.hertford.ox.ac.uk/about/vacancies).

Applicants are also asked to complete and return a Recruitment Monitoring Form (available from the college website at www.hertford.ox.ac.uk/about/vacancies). The monitoring information collected does not form part of the selection process and will not be circulated to the selection panel. It will be used solely to monitor the effectiveness of the college’s equality policy.
Interviews will be held in stages as follows:

1. An initial phone conversation or brief in-person meeting will be arranged for all long-listed candidates as part of the shortlisting process.

2. The initial Shortlist of candidates will be invited to attend a panel interview at the College.

3. Candidates invited to the third-stage interviews will be asked to deliver a pre-prepared presentation to senior College members, and attend additional meetings conducted with selected staff members from within their teams, either individually or in small groups.

References will only be taken up for the successful candidate.

The appointment will be subject to a satisfactory report from the Disclosure and Barring Service (DBS). Candidates must be eligible to work in the UK, and the appointment will be subject to provision of proof of the right to work in the UK before employment commences. Regrettably, the college is not able to sponsor applicants for a Tier 2 visa for this post.

The position may be discussed further with the Bursar. To arrange, please contact the Bursar’s PA, Sue Geddes, on 01865 289141 (sue.geddes@hertford.ox.ac.uk).

In accordance with the General Data Protection Regulation (GDPR), we have implemented a privacy notice which explains the types of data we will process about you as part of the application process. We also include within this notice the reasons for this, how long we keep your data for, and your rights regarding your data. This Privacy Notice can be found on our website at this address: https://www.hertford.ox.ac.uk/privacy.

Hertford College is an Equal Opportunities Employer