



Hertford College
UNIVERSITY OF OXFORD

Domestic Bursar

(Director of Domestic Operations)

Further Particulars

The College

Hertford is a constituent college of The University of Oxford, and a registered charity. The college occupies a central site in Oxford, opposite the Bodleian Library. The site was originally occupied by a medieval hall of residence, Hart Hall, which became the first Hertford College in 1740 before being dissolved in 1816. The site was then taken over by Magdalen Hall, a late fifteenth-century foundation, and was re-founded as the second Hertford College in 1874.

Hertford is now one of the larger Oxford colleges in numbers, with over 400 undergraduates and almost 300 graduates. There are currently 45 Fellows, who together as trustees make up the Governing Body, around 30 lecturers, and around 120 additional permanent staff. The teaching and research interests and expertise of the Fellows and lecturers span all four of the University's academic Divisions.

Hertford is a friendly, yet ambitious college dedicated to the principles of access and equality of opportunity. It was the first college to develop a coherent outreach system in the 1960s and one of the first of the all-male colleges to admit women in 1974. It is proud of its open and progressive history and committed to investment in further initiatives appropriate to the current Oxford and HE contexts. It has an academic strategy designed to facilitate excellence in teaching and research and an estates strategy that includes plans for both the redevelopment of the library on the main site and a new building project on a satellite site in North Oxford.

Governance of Hertford, which is controlled by external statutes and internal by-laws, is the responsibility of the Governing Body. Chaired by the Principal, the Governing Body is informed by committees that prepare business for its consideration. Major committees are also chaired by the Principal, who works in close collaboration and consultation with College Officers, the latter being either non-academic fellows (Bursar, Director of Development) or academics who hold such positions (notably, Senior Tutor, Tutor for Graduates, Dean) for a fixed term alongside their normal teaching and/or research duties.

The college has an Endowment of around £60m, and an annual turnover in excess of £13m. It operates a large summer conference business, with regular annual revenues of around £3m.

Further information about the college is available at <http://www.hertford.ox.ac.uk>.

The Role

Reporting to the Bursar, The Domestic Bursar is accountable for overseeing the delivery of domestic services to College Members (Fellows, Students and Staff) and to guests (conference delegates, 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.

With responsibility for several key functions - Lodge, Maintenance, Housekeeping, Catering (shared with the Bursar) and Events - the Domestic Bursar plays a vital role in presenting the public face of the College, delivering for many their first impression.

The Domestic Bursar will attend and/or convene a number of College committees responsible for dealing with specific policy or operational matters. In addition, the Domestic Bursar will represent the College at relevant Conference of Colleges and University meetings (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.

Management & Leadership

- The Domestic Bursar will oversee the smooth running of the domestic activities of the College, including any compliance with relevant regulations. This will require establishing and maintaining strong relationships with fellows, students, staff, 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; and ensuring domestic teams operate within budgetary guidelines.
- As well as direct management of specific functions, the post-holder will play a full role in supporting wider operational leadership, working in a flexible and collaborative way as part of a senior team.
- The Domestic Bursar's oversight spans a range of operational teams, through direct or shared line management, totalling approximately 90 permanent staff. The Domestic Bursar will be responsible for personnel management issues within directly reporting areas, but will also have a formal role in relation to broader (non-academic) HR procedures. Specifically this includes dealing with staff complaints, and conducting disciplinary meetings. 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 supporting role in various other non-academic procedures across College, including safeguarding 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 for any operational matters.
- 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 & 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, 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.
- Jointly with the Bursar, oversee the provision of Catering services across College, working closely with the Head of Catering to ensure seamless integration with other domestic services.
- 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.
- Manage 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 an efficient and high quality reception and security function via the Lodge, ensuring all staff are appropriately trained and supported.
- 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 and 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 of carbon reduction legislation, providing timely and accurate energy data to a cross-college consortium.

- The Domestic Bursar is also expected to :
 - Act as a Designated Safeguarding Officer (with the Registrar).
 - Act as the principal point of contact for police, the fire service and the Local Authority.
 - 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).
- Pricing policy / negotiation, and supply of relevant data to finance team for billing purposes.
- Cross-college event scheduling, 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.

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:

- Management of the internal maintenance team.
- Day to day maintenance and repairs.
- Estates maintenance contracts.
- Acting as the main contact point for local council or University departments in relation to matters involving College buildings or 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 Accountant.
- Be expected to contribute significantly to budgetary planning.
- Participate in spending reviews.
- Propose and agree pricing for domestic services.

The Person

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.
- Strong team leadership, with the ability 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.
- 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 – including evening or weekend attendance on some occasions, or in emergency situations.

Salary & Benefits

The position attracts a salary in the £55k to £65k range, subject to qualifications and experience.

Membership to the employee benefits platform (vouchers and discounts) and the employee assistance programme.

Pension

The post-holder will be entitled to join, or remain a member of, the USS pension scheme.

Meals

A free lunch is provided when the kitchens are open, which the post holder may take with the Senior Common Room.

Staff Development

The post-holder will be encouraged and supported to undertake additional professional training where required or beneficial.

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 the 1st day of October. 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 a day off in lieu of each such day worked. Bank Holidays within Term will be expected to be worked in this way. 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 the **4th of May 2021**.

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. Applications submitted without a covering letter will not be considered.

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. Shortlisted candidates will be invited to attend a panel interview at the College.
3. Candidates invited to the third-stage interviews may be asked to deliver a pre-prepared presentation to senior College members, and/or attend additional meetings with selected staff, either individually or in small groups.

References may be taken at any stage, subject to agreement.

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, Linda Cassettari, on 01865 289141 (linda.cassettari@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