

**BPP Job Description**

**Job Title** **Deputy Director of Operations**

**Department School of Business**

**Location Home and office based**

**Additional details London**

**Travel requirements (if applicable):** **Occasional travel to other BPP locations**

**Contract type Full time and permanent**

**Hours of work (37.5 hours per week)**

**Reporting lines Director of Staffing and Operations**

**Line Management Responsibilities:** Head of Academic Administration, Head of Operations, Finance Administrators and Head of Resourcing.

**Key Stakeholders:** Awards team, Academic Quality Team, Academic Development and Enhancement Team, University Central Assessments Team

**Job Purpose**

The Deputy Director of Operations will drive forward the operational delivery and resourcing of all programmes within the School of Business, reporting to the Director of Staffing and Operations. This role has four direct reports who manage academic administration, programme operations, resourcing and finance. The post holder will work closely with stakeholders across the management team within the school and the University group.

**Key Responsibilities**

* Leadership and management of the operational delivery of programmes
* Ensure successful implementation of strategic initiatives e.g. BSc scaling
* Regularly review school processes, liaising with relevant departments to ensure consistency, efficiency, and scalability
* Run projects as and when required in line with University operations and central teams
* Regularly review student feedback to ensure improvements are made using key committees and meetings to drive enhancement.
* Develop and manage school student comms strategy in-line with Customer Experience strategy.
* Represent the school as required in the group technology projects
* Act as school liaison for school operational policies
* Manage finance administrators, ensuring school stays within cost budget
* Chair the school Academic Operations Meeting
* Manage and report regularly on school operational KPIs
* Work closely with Deputy Director of Staffing and Associate Dean on recruitment and training development initiatives for operational staff.
* Deputise for Director of Staffing and Operations as and when required

**Skills, experience & qualifications required – Essential.**

* Undergraduate degree or equivalent
* Experience in managing operations
* Experience in tracking and monitoring costs
* People management experience
* Ability to effectively plan, organise and prioritise workload
* Strong Problem-Solving Skills
* Excellent written and verbal communication skills
* Ability to work well in a team and be collaborative
* Excellent computer/IT skills
* Self-motivated
* Adaptable to change
* Driven to achieve results
* With great attention to detail
* Innovation driven