

## **POST DESCRIPTION**

**POST:** Depute Principal & Chief Operating Officer

**SALARY:** £111,800 - £118,600

**HOURS OF DUTY:** As required by the role

**LOCATION:** Executive Suite - City Campus

**REPORTING TO:** Principal and Chief Executive

**RESPONSIBLE FOR:** Executive oversight on campus to ensure effective, efficient and aligned day-to-day operations

### **KEY CHALLENGES**

1. To support the strategic leadership of the Principal in order to realise successfully the Board's Purpose, Way, Values and (Blue Ocean) strategic plan and priorities for the City of Glasgow College, meeting the high expectations of a leading, world-class, tertiary institution.
2. To ensure a consistent high level of operational performance as Chief Operating Officer by leading day-to-day delivery, alignment and planning across all executive areas of the College on both sites.
3. To deputise for and support the Principal as the most senior strategic adviser and trusted confidante.

### **KEY RESPONSIBILITIES**

1. To support the Principal & Chief Executive with operational oversight of the effective, efficient and safe day-to-day management of the College, including the operational leadership of its staff.
2. To deputise for the Principal in his absence internally and -- where necessary -- externally, or as directed by the Principal.
3. To be the coordinating and convening lead for strategic and special projects on behalf of the Principal as and when required.

4. To provide inspirational and exemplary leadership, operational direction and mentoring of senior colleagues.
5. To give high profile leadership as a champion of:
  - organisational change;
  - all forms of impactful communication;
  - high performance team-building; and
  - empowerment and talent management;securing buy-in, loyalty and the support of SMT in particular and staff in general; whilst always maintaining the integrity and dignity of the office of the Principal.
6. To be responsible for the full continuum of compliance and of seamless, end-to-end operational processes, within and beyond the organisation, to achieve planned impact to a world-class standard.
7. To assist the Principal in maintaining organisational resilience by monitoring, reviewing and assessing the impact of future scenarios, proactively managing strategic risks and business continuity. .
8. To take the (executive) lead role in engaging all managers to regularly review their processes, in order to improve them continuously and to optimise their effectiveness and efficiency.
9. To act as a senior mentor to and collegiate member of the Executive Leadership and Senior Management Teams: leading these teams in the absence of the Principal, contributing impactfully to institutional development and monitoring the delivery of the College's Purpose and Way, Values, Corporate Plan, Strategic Priorities, Operational Plans, Balanced Scorecard, implementation and improvement plans.
10. To lead and oversee the College's:
  - Balanced Scorecard Cycle
  - Operational Planning Cycle
  - Performance Development Review Cycle
  - Quality Cycle and
  - Process Improvement Cycle.

## KEY ROLES

1. To deputise for the Principal as, when and where required.
2. As Chief Operating Officer with the delegated authority of the Principal, lead the day-to-day operational management of the College, ensuring coherence of all College functions and alignment with operational plans and ensuring high levels of consistent service delivery to enhance the day-to-day experience of all students, visiting partners and stakeholders.
3. To be the Executive champion of operational effectiveness and efficiency and process improvement, internally dispersing best and innovative practice across the College's Senior Management Team as well as across academic and support teams.
4. To act as the most senior strategic adviser, helping to prepare strategic (and operational) plans, key reports, Board and position papers
5. To Chair the following College Committees:
  - Health & Safety Committee
  - Lecturers Negotiating Committee (LNC)
  - Support Staff Negotiating Committee (SSNC)
  - Quality Assurance & Enhancement Committee (QAEC).
6. To serve as Depute Chair of the Academic Board.
7. To take lead (Executive) responsibility for the co-ordination, preparation and monitoring of the College's External Quality Assurance, aligned with the Strategic Plan and in conjunction with the Principal, Board, Executive and Regional colleagues.
8. To provide Executive leadership to the following areas:
  - Project Management Office (PMO)
  - Compliance Auditor
  - Process & Procedure Review (PPR)
  - Data Protection (DPO).
9. To lead and monitor the effectiveness of the College's strategic risk management and associated contingency planning.
10. To agree and monitor operational targets, performance indicators and service delivery standards across all areas of responsibility.

11. To prepare and/or co-ordinate the preparation of reports, briefings and presentations in support of the Principal, including the editing of institutional responses as appropriate.
12. To assist the Principal to develop and keep under review effective, efficient and economical organisational structures.
13. To keep under review the College's aspiration to gain taught Degree Awarding Powers (tDAP), developing SMART plans for realising this ambition when possible.
14. To work closely with the Principal, VP Student Experience, Executive and Faculty Directors to ensure that the student voice is heard in policy development and planning whilst support to students is kept relevant, timely and of the highest quality.
15. To Chair the Senior Management Team in the absence of the Principal.
16. To participate in and lead appropriate aspects of the College's strategic and annual business planning
17. To achieve agreed targets and performance indicators across all areas of responsibility as Depute & Chief Operating Officer.
18. To ensure the successful development of Operational Fora including:
  - Associate Deans' & Directors Forum
  - Curriculum Heads' Forum and
  - Heads of Service Forum.
19. To ensure the Operational effectiveness of the Person in Charge (PIC) and Duty Manager rotas throughout the College day.
20. In collaboration with the Associate Director of Governance and Risk, to be the College's named contact for Prevent.

## **General**

1. Implement and promote College policies, particularly Mandatory policies such as: Safeguarding, Corporate Parenting, Prevent, and Equality, Diversity & Inclusion in all aspects of College operations.
2. Implement Health and Safety and security measures in accordance with statutory and College requirements.
3. Champion, as a role model, the College's Purpose, Way, Values and behaviours.
4. Champion new ways of working
5. Actively develop yourself through staff development and training activities and review own performance and the performance of those who are responsible to you.
6. Deliver a customer-focused approach towards all stakeholders.
7. Develop effective working relationships internally and with external partners.
8. Be open and transparent, while respecting confidentiality as required by the role.
9. Be both accountable and responsible at all times.
10. Always treat others with respect.
11. Act honourably and with integrity.
12. Undertake any other duties consistent with the key responsibilities and duties of the post, as directed.

## **Every Job Description will be subject to review;**

1. Within three months of appointment
2. As a result of agreed staff development/ personal development needs
3. As a result of team/ operational requirements or strategy changes.