

Vice Principal (Operations)

Contract: Full-time, fixed term maternity cover contract December 2014 – January 2016

Reports to: Principal

Other significant relationships: Operations Team, Academics, Wivenhoe House staff, Edge Foundation and key staff at the University of Essex

Primary Objective of the role

The Vice Principal (Operations) is responsible for the management, support and development of the Operations Team. Managing a team and liaising with the Vice-Principal (Quality and Systems) to ensure that the day to day administration of the School is carried out. This post presents an opportunity for a dynamic team-player, with good organisation and communication skills, to make a significant contribution to the Edge Hotel School's ongoing and future success.

1. Oversight of all operations administrative processes, including those relating to admissions, marketing and office management.
2. In liaison with the Principal implement a marketing plan to recruit and convert students.
3. Primary responsibility for the customer facing website and all marketing collateral ensuring quality assurance standards are met and all Partners are involved in the sign off process.
4. Take primary responsibility for event organisation and act as a representative which will range from University Open days to Hotel School and Sixth Form College visits.
5. Manage the Edge Hotel School's CRM system to develop recruitment campaigns and evaluation methods for the work carried out.
6. Manage all aspects of student admission process and the Admissions Officer.
7. Work with the Edge Foundation and University departments to agree and implement (non-academic) policies, procedures and communication plans relating to staff, students and partners
8. Support staff recruitment initiatives to build the team including recruitment advertising, arranging interviews, offers, contracts and induction
9. Providing general administrative assistance to the Principal which will include liaison with specialist consultants and the finance function
10. Manage the office space including any office moves and equipment requirements.
11. To maintain records as required for internal and external quality audit purposes, initiating and maintaining robust systems for maintaining active, sustainable and accurate records.
12. To maintain databases and spreadsheets - initiating and maintaining robust systems for maintaining active, sustainable and accurate records.
13. To collate and regularly update performance KPIs for presentation to the EHSL board and ASPO including intake tariff, progression, good degrees and employability stats with benchmarking against the sector competitor group.
14. Supporting the preparation and analysis of student data for statutory returns.
15. Manage the Edge Hotel School Limited Board
16. Involvement in pastoral duties across the School, directing students on to Student Support where appropriate. Including management of the Student Services Officer.

17. Liaise with the Edge Foundation regarding the organisation and processing of scholarships for Edge Hotel School students.

18. Other duties as required.

Qualifications /Training

	Essential	Desirable
Honours degree	X	
Minimum of 3 A Levels or equivalent	X	
Further degree		X

Experience/Knowledge

	Essential	Desirable
Experience of exercising confidentiality and discretion within a busy office environment	X	
Knowledge and understanding of the UK higher education quality assurance environment	X	
Experience of working accurately and to agreed timescales	X	
Significant and recent administrative experience in a relevant environment	X	
Experience of developing and maintaining academic policies or regulations, ensuring a focus on evaluation and how the process can be improved by drawing on the requirements of a wide variety of audiences	X	
Experience of working with professional, statutory and regulatory bodies or other external agencies	X	
Sound numerate ability		X

Skills/Abilities

	Essential	Desirable
A systematic, proactive and flexible approach to work, with the capacity to deal effectively with multiple priorities and tight deadlines	X	
Excellent communication skills, both written and oral, with the ability to produce concise and well-argued written reports	X	
The ability to acquire knowledge and understanding of detailed policies and procedures, and to apply and present them accurately and clearly, including their purpose and the benefits these bring to the University, and its staff and students.	X	
An excellent level of IT literacy, proficient in Microsoft Office (including excel and PowerPoint)	X	
Excellent and carefully written English	X	
Ability to work as part of a team, with a minimum of supervision	X	
Excellent liaison and team working skills, with the ability to establish good working relations with staff at every level of an organisation, across different institutional cultures	X	
Sound numerate ability		X

Other

	Essential	Desirable
Ability to meet the requirements of UK 'right to work' legislation.	X	
Reliability and good time keeping	X	
A flexible approach, to be able to switch tasks or arrangements at short notice	X	
A commitment to equality and diversity and understanding of the relevance to support services	X	
Willingness to attend other campuses for meetings and training	X	
Willingness to work occasional evenings or Saturdays	x	