



Appointment of
Chief Operating Officer
at the University of Roehampton

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role of Chief Operating Officer
at the University of Roehampton.





Welcome

Thank you for your interest in the role of Chief Operating Officer at the University of Roehampton.

Grounded in the foundation principles of our four colleges, we want to change lives by helping our students develop the confidence, knowledge and adaptability they need for a successful graduate career and fulfilling life. Our purpose guides our approach to delivering excellent teaching and world-class research, supported by an outstanding student experience.

Our 2030 strategy which is anchored around student education, research and engagement, and sustainable investment can be found [here](#).

The successful applicant will be inclusive, committed and inspirational in their leadership style. With a flair for interaction, you will encourage others' ideas, initiative and creativity while developing a sustainable, high-performance culture built on continuous improvement. Our university continues to change and evolve, driven by our exceptional and committed community of staff and students. To realise our full potential, our new Chief Operating Officer will collaborate closely with these groups, forging strong and purposeful relationships aimed at driving excellence.

We have a diverse and therefore high performing senior team and are especially keen to hear from candidates who can contribute to this diversity.

We look forward to hearing from you.

Professor Jean-Noël Ezingard



About Roehampton

Our Heritage

Roehampton has a history in education through our four Colleges dating back over 175 years. Our Colleges were founded in the 19th Century and were pioneers in teacher training. Through our oldest College, Whitelands, we have provided higher education to women for longer than any other university in the country.

Our four Colleges are:

Southlands College was founded in 1872 by the Methodist Church. This College is the home of the Faculty of Business and Law and the two Schools within it, namely Roehampton Business School and Roehampton Law School.

Whitelands College, established in 1841 by the Church of England, is the home of the School of Life and Health Sciences and the School of Psychology.

Digby Stuart College, founded by the Society of the Sacred Heart, a Roman Catholic religious congregation, in 1874, is the home of the School of Humanities and Social Sciences.

Fröebel College was established in 1892. The College takes its name from Friedrich Fröebel, the German educational pioneer and is the home of the School of Education.

The values of social progress inspire the educational missions of all our four colleges. These values, in turn, inform the academic life of Roehampton, including our teaching, research and engagement with communities and organisations locally, nationally and internationally.



Today, our Colleges help us provide the friendly, welcoming community that makes Roehampton so distinctive, supporting student wellbeing, social life and the wider student experience. They also help engage our thriving global community of graduates to engage in socially responsible behaviours and reflective practice.



Our Purpose

- Change lives by helping our students to develop the confidence, knowledge and adaptability they need for a successful graduate career and fulfilling life.
- Understand and help to improve our world through a spirit of curiosity and discovery.
- Support, encourage and challenge each other in a friendly and inclusive community that values people as individuals.

Our Commitment

- Community of learning based on partnership that encourages and supports all of our students and staff to achieve their aspirations.
- An excellent education that enables our students to prepare themselves for a successful and fulfilling career in a rapidly changing world.
- A curriculum that meets the needs and expectations of both students and employers, and that reflects the diversity of modern society.
- An excellent research environment that makes a positive contribution to our understanding of the world and helps to improve lives.
- A community that is characterised by friendliness, openness, inclusion and freedom of thought and expression.
- A wide range of opportunities for our students to develop interests beyond their course of study, encouraging them to grow as individuals.
- A network for communities and partners who share our values to work together for a common purpose towards social responsibility and public good.



Our Campus

Our beautiful parkland campus is in southwest London, close to Putney, Hammersmith and Wimbledon, and within easy reach of central London. Besides stunning gardens and heritage buildings, including a conference centre, it has state-of-the-art specialist teaching facilities, a world-class library and a media centre with cinema.

Studying and working with us gives our students and staff the best of both worlds: the friendly community feel of a traditional university campus, and the energy, culture and connections of one of the greatest cities in the world.



The role

Chief Operating Officer

£ Competitive / excellent benefits package

Located on a fantastic campus in southwest London, the University of Roehampton has a strong reputation for the quality of its teaching and research and for enhancing the lives and employment prospects of what is one of the most diverse student populations in the UK. For over 180 years the University, in some form, has been a pioneer in transformative education and has been providing education to women longer than any other university in the country. In the last five years, the University has implemented a transformation strategy focused on student experience and outcomes, student number growth, diversification of programmes, and partnership development; all designed to secure the University's investment plans for future growth in pursuit of it achieving its academic objectives. We are now ranked top 10 in England for both undergraduate and postgraduate student satisfaction.

In the last five years, Professional Services have undergone significant transformation with service and performance substantially enhanced across all areas. We have had a strong focus on student experience-led investments, cost controls and systems improvements. A new student record system is about to 'go live' and our Student Support and Success directorate has been reshaped, helping deliver TEF gold level metrics across the board through pro-active and data-led student support.

Reporting to the Vice-Chancellor, the new Chief Operating Officer (COO) will work with and support the senior executive team of Roehampton. They will provide strategic operational direction, effectively harnessing resources and performance data, to create and deliver the best operational conditions to ensure the university's sustainability, through student success and effective operations. In addition to providing robust operational stewardship and supporting student success (with a particular focus on career preparation), a key focus will be the ongoing development of future-focused

systems and practices - harnessing technology and process automation in the support of efficient customer service excellence. An aspect of the role will also be the development of a sustainable Estates strategy, including student accommodation.

The Chief Operating Officer will have management responsibility for a central team of professionals including Academic Services, Registry, Student Support and Success, Estates and Information Services, Planning and Strategic Projects, HR and Health and Safety, and the University Secretariat, and will coordinate a broader Professional Services leadership team across the University.

Alongside the above, the Chief Operating Officer also has an important liaison role with the Providing Bodies, Whitelands College, Froebel College, Digby Stuart College and Southlands College.

The successful candidate will be a clear strategic thinker, an excellent leader and manager, with a track record of operational excellence improvements and with a deep commitment to students that drives all that they do. An individual with extensive successful management experience of equivalent services in medium to large complex I service orientated organisations. You will also have proven experience of developing and delivering successful operational strategies and have delivered significant operational change and transformational projects in similarly complex organisations. Balancing strategic and operational imperatives, you will also have an ability to work at both macro and micro levels to be effective. Understanding the issues faced by higher education would be advantageous but more important will be your experience of delivering excellent operational management and governance in complex high-quality customer-facing environments. You will also possess excellent interpersonal skills and be able to work collegially with all internal and external partners.



Provide strategic advice and strong leadership and direction to the Vice-Chancellor and the University Executive Board, the University Council and its subcommittees.

Key Responsibilities

- Provide strategic advice and strong leadership and direction to the Vice-Chancellor and the University Executive Board, the University Council and its subcommittees.
- Lead the services under the COO portfolio to support achieving the university's strategic objectives.
- Management responsibilities for Registry, Academic Services, Student Support and Success, Estates and Information Services, Planning and Strategic Projects, HR and Health and Safety, and the University Secretariat.
- Coordinate a broader Professional Services leadership team across the University.
- Provide leadership and strategic operational direction, effectively harnessing resources and performance data, to create and deliver the best operational conditions to ensure the university's sustainability, through student success and effective operations. In addition to providing robust operational stewardship and supporting student success (with a particular focus on career preparation).
- Lead the ongoing development of future-focused systems and practices - harnessing technology and process automation in the support of efficient customer service excellence.
- Lead change and transformation initiatives where required.
- Lead on the development of a sustainable Estates strategy, including student accommodation.
- Ensure effective and relevant plans are in place in relation to business continuity and risk management.
- Ensure full compliance with statutory, regulatory and legal requirements in respect of the portfolio.
- Communicate effectively across the University and be visible as a member of the senior team.
- Represent the University externally, building effective and productive relationships to promote the University's interests with key stakeholders.
- Chair and be a member of committees and working groups relevant to the portfolio, including Committees of Council, preparing and presenting papers as required.
- Undertake any other work is required by the Vice- Chancellor, commensurate with the level and responsibility of the post.



Person Specification

Qualifications

- Degree or equivalent.
- Senior management experience.

Knowledge

- Knowledge of regulatory framework within Higher Education (desirable).
- Knowledge of the higher education sector, and its opportunities and challenges.

Experience

- Strong track record of leadership and building on successful teams with appropriate levels of delegation.
- Successful management of a range of functions gained in an organisation of requisite scale and complexity.
- Successful track record of engaging with others in initiating, managing and driving change.
- Successful senior level experience of strategic planning.
- Prior experience in Higher Education (desirable).
- Experience of the management of capital projects (desirable).

Skills/ abilities/ competencies

- Ability to see the bigger picture and to understand and contribute to executive decision-making on all university matters.
- Ability to delegate and empower line managers to deliver their own team objectives successfully.

- Excellent interpersonal skills with an ability to engage with people across the University.
- Effective leadership skills and an ability to motivate and inspire others.
- Commercial awareness and an ability to negotiate successful outcomes for the University.
- Led transformation and change initiatives.

Personal attributes

- Ability to work collaboratively and strategically as a member of an executive team.
- Open and transparent style and ability to build relationships with colleagues, managers, and staff in own team and with other members of the University.
- Ability to communicate the vision, values and beliefs embraced by the University in a persuasive and motivating way.
- Sensitive to the differing management needs of each reporting department.
- Ability to work collaboratively with people at all levels.
- Enthusiasm, energy, drive and determination.
- An entrepreneurial flair.

Other

- Commitment to advancing equality, diversity and inclusion at the University.
- Flexibility for evening and weekend events and activity as required.



Terms of appointment

Location

Beautiful 54-acre parkland campus, with historic buildings alongside modern, cutting edge facilities, including one of the best university libraries in London. Our campus helps us provide a close-knit community for our students and an inspiring environment in which to study.

We are located in the heart of south-west London, close to Putney and Hammersmith and within easy reach of central London.

Salary

Competitive salary dependent on relevant skills and experience.

Pension

The University supports membership of Royal London Pension Scheme.

Private Healthcare Insurance

Membership of a BUPA private healthcare insurance is available.

Annual Leave

31.5 days per annum. In addition, normally 3 days around the Christmas and New Year period.

Family Friendly

Excellent provisions in relation to family friendly leave and pay. Employee Assistance Programme 24/7 Confidential Support Staff and family members in their household have access to a free, external confidential support service for work, financial, legal, family and personal problems 24 hours a day, 365 days a year.

Community

All staff are welcome to attend exhibitions, lectures and events held by academic schools and Faculty.



How to apply

For further information about this exceptional opportunity with one of the country's most progressive universities set in a highly attractive campus close to the heart of London please visit <https://www.dixonwalter.co.uk/opportunities/roehampton-coo/> or contact Alan Walter on alan@dixonwalter.co.uk and 07876 766 972.

Closing date for applications is Midnight on **Sunday 11th May**.

Final interviews will be held on **Friday 23rd May 2025**.



roehampton.ac.uk