DOMESTIC BURSAR

Further Particulars

**Job title:** Domestic Bursar

**Hours:** 37.5 hours per week. Occasional evening and weekend work may be required.

**Salary:** University grade 9 (£52,815 - £61,198 pa)

**Contract Type:** Permanent

**Responsible to:** The Bursar

**Responsible for:** Accommodation and Housekeeping Manager, Lodge and Events Manager, Head Chef, Hall Steward.

Harris Manchester College

Harris Manchester is a college of the University of Oxford, with a radical tradition which it continues in the present day. Originally founded in 1786 in Manchester as a dissenting academy, it came to Oxford in 1889, and became a college of the University in 1996, changing its name from Manchester College to Harris Manchester College at that time. From the start, the College was distinctive in offering higher education to those who were excluded from the established English universities (at that time restricted to Anglicans) or other dissenting academies (often restricted to members of a particular denomination). Women were admitted from 1876, with the result that it was uniquely coeducational on its arrival in Oxford.

The College continues its tradition of radical inclusion today through a unique mission: it is the only college in the University of Oxford dedicated exclusively to admitting and supporting mature students (aged 21 years or over) at both undergraduate and postgraduate level.

The College is committed to breaking down the barrier of age in higher education. It provides a friendly, welcoming atmosphere and inclusive ethos, and pursues the highest standard of academic teaching, learning, and research in an environment which is fully supportive of Fellows, staff and students.

There are approximately 250 undergraduate and postgraduate students altogether, studying a wide range of subjects in the Humanities, Social Sciences, Engineering and Medical Sciences.

For further information on Harris Manchester, please visit the College website at [http://www.hmc.ox.ac.uk](http://www.hmc.ox.ac.uk).
Overview of Post

The Domestic Bursar is responsible for the management and efficient running of the College’s domestic operations, including accommodation, housekeeping, catering, conferencing & events, and the College lodge. While the day-to-day running of these departments is delegated to the respective Head of Department, the Domestic Bursar retains overall accountability for activity in these areas, including regulatory compliance where applicable. They will also support the Bursar in providing financial oversight of domestic operations and help Governing Body to manage risk in these areas.

This is a senior position which plays a key role in facilitating the academic activities of the College, and in ensuring that the core services provided to members of the College (Fellows, Students and Staff) and our guests (conference delegates, alumni and the general public) run smoothly and effectively. Key to this is supporting positive working relationships and effective coordination between the domestic teams, particularly in support of activities involving multiple departments.

The post requires excellent communication skills and a commitment to team working, with an open and collaborative approach to the staff they are supporting. Additionally, the post calls for strategic planning and implementation skills and a commitment to continuous improvement. The conference management area of the role requires commercial acumen. The postholder will need to maintain and support a collaborative environment which allows Heads of Department to effectively carry out their respective responsibilities. This will involve putting in place steps to support personal growth and career development within their teams. It is important that the postholder understands the ethos of collaboration and communal working which is at the heart of College life, and ensures that this forms part of the underlying approach to domestic operations.

The Domestic Bursar will represent the College on the Domestic Bursar’s Committee, along with other Collegiate groups relevant to their role. Internally they will lead regular Heads of Department meetings and will participate in College Working Groups where required. Harris Manchester currently has a number of such groups, including those supporting work on sustainability, accessibility and the redevelopment of the College chapel.

Previous managerial and operational experience at senior level is essential alongside a proven ability to manage people effectively in order to create and sustain a supportive working environment.

Key Responsibilities & Duties

Management & Leadership

Overall responsibility for the smooth running of domestic activities within the College, including any compliance with relevant regulations. This will involve the following:

- Line-manage, support and mentor the Accommodation & Housekeeping Manager, the Conference and Events Manager, the Hall Steward, and the Head Chef. Ensure that they are clear on their responsibilities and have the support required to deliver them effectively.
- Support the professional development of staff within the domestic teams.
- Manage annual leave within the domestic teams ensuring there is sufficient coverage in place at all times in order to support ongoing College operations.
- Establish and maintain strong and collaborative relationships with fellows, students, staff, alumni and visitors to the College.
• Play a full role in supporting wider operational leadership, working in a flexible and collaborative way as part of a senior team.
• Support and implement the College’s HR procedures, including ensuring employment documentation (contracts, job descriptions, etc.) relating to members of the domestic team is kept up to date.
• Keep up to date with legislation and guidance and ensure that all staff receive appropriate training and guidance.

Domestic Facilities & Services
• Oversee the provision of student accommodation services, including:
  - The 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.
• Oversee the provision of catering services across College, working closely with the Head Chef to ensure seamless integration with other domestic services.
• Oversee the College Hall team, ensuring there is appropriate resourcing and service delivery.
• Work with other College Officers to maintain a range of domestic policies ensuring these are kept up to date, remain relevant and are adhered to.
• Liaise/consult with College members as appropriate on domestic policy matters or specific queries.
• Providing information and reports as required to the University, local authority, NHS as well as other agencies.

Conference & Events
• Work in close collaboration with the Conference Manager and the Bursar to develop an ongoing strategy for the College’s commercial offering (e.g. conference, B&B, weddings, etc.) ensuring that it is competitive, profitable, and gets the best value from College facilities while managing the impact on colleagues.
• Support other Heads of Department in devising and delivering strategies for maximising conference and event income in their respective areas;
• Work with the Bursar to develop and maintain costing and pricing information for conferences and events.
• Provide operational oversight of conference and event activity ensuring there is effective collaboration between the domestic teams, as well as other parties where required.
• Ensure that there is a system in place to enable conference and event information to be efficiently shared with colleagues in a timely manner.
• Ensure there is effective support for internal events organised or hosted by members of the College.
• Provide operational support where required. Some evening and weekend work may be required.
Health and Safety

- Ensure compliance with all relevant health and safety legislation and codes of practice.
- Maintain appropriate levels of staff training and ensuring all teams comply with policies and procedures.
- Ensure that the College has up-to-date Health and Safety and Risk Assessment policies and action plans, and that plans are implemented.
- Ensure risks are assessed and proportionally managed in all aspects of the College’s operations.
- Ensure the College is compliant with its obligations under disability legislation and the Equality Act.
- Where necessary obtain professional advice on health and safety matters from external consultants.
- Act as a Designated Safeguarding Officer.
- Where required, act as the main point of contact for the police, the fire service and the local authority, and ensure that this role is delegated as part of the College’s incident management procedures for the times the Domestic Bursar is not on site.
- Support the Bursar in maintaining and operating the College’s emergency plans, including the business continuity plan and incident management procedures. Play a central role in the implementation and co-ordination of those plans when invoked.

Security

- Ensure the security of the College site, buildings and accommodation, liaising as required with external service providers, Oxford University security services and local and national police forces.
- Work with the Bursary Manager to manage the contract for overnight and weekend porterage, ensuring the continuous coverage is in place.
- Work with the Bursar to ensure the College’s insurance arrangements are comprehensive and sufficient.
- Work with the Lodge Manager and Head Porter to ensure that all security procedures are followed.

Student Relations

- Establish a close and respectful relationship with the student body, for whom the college is in various ways, their home. Work closely with the elected representatives of the JCR/MCR, and actively engage with student forums (such as the termly Q&A).
- Liaise with the Dean and Welfare Lead to help support student discipline and welfare support, particularly on occasions where these areas overlap (such as student balls, bops, etc.).
- Ensure that student events and facilities are operated within all relevant legislative and regulatory requirements, including operation of the JCR bar.
• Overseeing the provision of medical services through the College GP.

Estate Management

• Work with the Clerk of Works arrange management and maintenance of the College’s grounds.
• Manage the College's offsite domestic property, ensuring all relevant licenses and official returns are obtained and submitted.
• With the Bursar, manage the College's relationship with the Alternative Tuck Shop.

Other Duties

• Assist the Bursar in compiling and maintaining asset registers relevant to the College’s domestic operations.
• Representing the College at University meetings and inter-college meetings.
• Any other reasonable duties as required by the Bursar or Principal.

It is essential for the post holder to recognise that the exact nature of the post and duties within it may be subject to on-going review and adaptation, in response to changing internal and external factors.
Selection Criteria

**Person Specification**

The post requires an individual with significant strategic and operational management experience, preferably at a comparable organisation in the service sector. A collaborative and supportive manner of leading a team is essential as is an understanding of the academic context in which the role is set. The post holder will need to strike the right balance between delivering operational efficiencies while being sensitive to the academic mission of the College in fostering excellence in education and research in a vibrant and socially diverse community.

**Essential**

- Management experience, at both strategic and operational level, and an ability to motivate and support staff.
- Experience of hospitality and events management.
- Commitment to providing excellent service provision.
- Excellent interpersonal and communication skills, including an ability to deal professionally, tactfully, sensitively and confidently with people at all levels.
- Ability to work under pressure and ensure deadlines are met.
- Ability to deliver practical solutions in order to ensure continued service delivery.
- Ability to prioritise and delegate.
- Excellent IT skills including Microsoft Office packages (Word, Excel, Outlook) and database systems.
- Experience of continuous improvement, including developing operational processes
- Commitment to working in, and an understanding of, an international multicultural environment.
- Flexibility, a positive approach to the role, and willingness to work unsocial hours if required.
- The ability to work on your own initiative, with limited supervision, and to take the lead in dealing with issues to a satisfactory conclusion.

**Desirable**

- A relevant professional qualification.
- Good knowledge of current legislation and standards in one or more of the following areas: health and safety, human resources, food and safety hygiene, licencing, buildings and infrastructure, listed buildings.
- Graduate or with equivalent understanding of student experience.
- Experience of working in Higher Education.
Appointment Procedure

To apply, please submit a CV (maximum 3 sides of A4) and a covering letter which details how your skills, experience, and qualifications meet the criteria for the post. Please also include the details of two referees. For enquiries about the post, please contact the Bursar, Chris Manning, via email (chris.manning@hmc.ox.ac.uk).

The above should be submitted by email to kate.wilson@hmc.ox.ac.uk by **12 noon on the application deadline of 8 March 2024**. Interviews are expected to take place on Thursday, 21 March 2024.

Benefits and Conditions

- Free lunches when on duty and when the kitchen is open.
- Pension: You will have the option of joining a contributory staff pension scheme.
- Annual leave: 30 days plus bank holidays, normally to include the days when the College is closed at Christmas and Easter. The remainder are to be taken at a mutually agreed time, but normally outside of term.
- Time off in lieu (with the agreement of the Bursar) for hours worked outside of normal office hours.
- This post is subject to a probationary period of six months.
Important Information for Candidates

Data Privacy
Please note that any personal data submitted to the College as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the College's data protection policy here.

Equal Opportunity
Harris Manchester College is an Equal Opportunity Employer. Conduct against fellow employees and College members which is offensive, or detrimental to them on grounds of age, colour, disability, ethnic origin, marital status, nationality, national origin, parental status, race, religion or belief, gender, or sexual orientation will not be tolerated.

Right to work in the UK
The appointment will be subject to the satisfactory completion of proof of the right to work in the UK.