



Operations Senior Lead Information Pack

Dear Candidate

Thank you for your interest in the Student Support and Administration Senior Lead role.

We are the University of Sunderland in London, part of the University of Sunderland with its main campus based in north-east England. We are a life-changing institution, dedicated to being **student-focused, profession-facing, and society-shaping**. Our mission is to provide a transformative experience for all our students through an employability- and enterprise-focused curriculum.

The University of Sunderland in London is a teaching-focused branch campus located near Canary Wharf - London's financial district - within one of the capital's most dynamic and diverse boroughs. Our staff and student community is as diverse and international as the global city we call home. We run four intakes per year to accommodate our prospective students' lives and we deliver teaching and support all year round.

Our academic programmes in **business and finance, health and nursing, and tourism and hospitality** are professions-focused, equipping students with the skills they need to succeed in their future careers.

A Transformative 2025

2025 was a landmark year for the University of Sunderland in London. We opened our new campus at Harbour Exchange—a £11.5m investment that provides students with innovative and brand new learning facilities and staff with a modern working environment.

A key feature of our new campus is a state-of-the-art medical simulation ward, supporting the expansion of healthcare programmes, including new MSc Nursing.

We launched our new MSc Fintech programme, supported by a London Stock Exchange trading room, and secured £211,000 in funding from Innovate UK for a pioneering two-year Knowledge Transfer Partnership in Social Care.

Our commitment to student-focused teaching was reflected in the 2025 National Student Survey, where **94% of student responding positively to the quality of teaching on their course**.

Our campus is award-winning. In November 2025, our international student support team received the **Outstanding Student Support Award** (Making a Home in the UK) at UKCISA's WeAreInternational Awards and in April 2025 the Estates Team were awarded Bronze in the AUDE Estates/Facilities Team of the Year.

We continually strive to create a good place to work for our staff. In our 2025 staff engagement survey, we achieved an **81% engagement score**, placing us in the top quartile of UK universities.

Graduations are one of the proudest occasions at the University of Sunderland in London. Held three times a year at London's historic Southwark Cathedral, they bring together graduating students, their families and friends, and our staff, to celebrate achievements and look ahead to future success.

Since 2024, we have been running a 4-day week pilot, allowing us to strike a balance between providing high quality teaching and on-site support for our students, while also supporting the work-life balance of our staff. We reduced standard weekly working hours to 32, with no change to staff salaries, worked over four days with one non-working day. The pilot has been a great success, and we are planning to make it permanent in 2027. We provide teaching and support to our students from Monday to Friday.

We are committed to building on all our success in 2026.

Our London campus is a collaborative, forward-thinking, fast-paced and exciting place to work, with a clear sense of mission. This is an excellent opportunity to join us if you want to elevate your professional journey in a challenging yet supportive environment.

Thank you for your interest. We look forward to receiving your application.

Key figures:

- 2012 – the year the University of Sunderland in London opened
- 200 – members of staff at the University of Sunderland in London
- 5870 – students studying at the University of Sunderland in London
- 30,000 – in October 2025 we enrolled our 30,000th student

Senior Management Team: <https://london.sunderland.ac.uk/about/senior-management-team/>

Our website: <https://london.sunderland.ac.uk/>

About the role

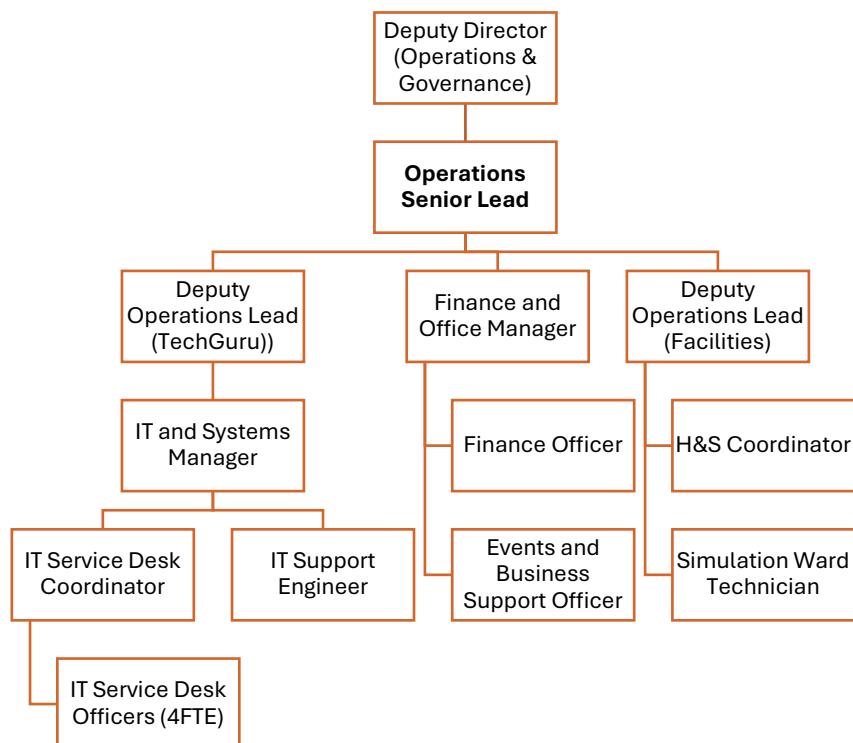
With the move to our new Harbour Exchange campus, continual change in our student demographics, increases in staff numbers, and a very challenging external environment, we have reviewed the future direction of our professional services. Our aim has been to ensure that we continue to deliver the best possible experience to students and staff. As a result, the Governance and Operations department have been created consolidating exiting functions, redefining existing roles and creating new roles to support the delivery of teaching and support to our students, enable our staff to deliver on our objectives and provide working and learning environment that enhances everyone experience.

This role offers an exciting opportunity to provide senior leadership across a broad and vital Operations portfolio. As Operations Senior Lead, you will be responsible for shaping and

delivering high-quality facilities, IT and systems support, finance and business operations, ensuring they work together to create a safe, efficient and student-centred environment. Reporting to the Deputy Director (Operations & Governance), you will lead multidisciplinary teams, oversee key contracts and budgets, and ensure full compliance with regulatory, financial, health and safety and cyber security requirements, while driving continuous improvement and operational excellence.

This is a unique and highly varied and impactful role that combines strategic leadership with hands-on operational oversight in a complex and fast-moving higher education setting. You will lead on business continuity, risk management and incident response, manage major operational projects, and work closely with colleagues across London and Sunderland as well as external partners and stakeholders. With responsibility for this wide and varied portfolio, service innovation and staff leadership, this role is ideal for someone who thrives on challenge, enjoys balancing long-term planning with day-to-day delivery, and is motivated by making a tangible difference to the student and staff experience.

The role has three direct reports and provides leadership to 14 members of staff in total.





Operations Senior Lead

Role Profile

Salary: Band 6

Working Hours: Full Time

Contract: Permanent

Reporting to: Deputy Director (Operations & Governance)

Direct reports: Deputy Operations Lead (Facilities), Deputy Operations Lead (TechGuru), Finance and Office Manager

Overall purpose/accountabilities:

Provide leadership and management in the design and delivery of key Operations functions. Champion a student-centred approach, driving continuous improvement initiatives and ensuring compliance with all relevant policies and legislation.

Lead the provision of an outstanding physical environment, IT and business support and finance functions, to support business development and delivery whilst mitigating organisational risks and maintaining strict compliance with appropriate legislation and regulation, including relevant Health and Safety legislation.

Cultivate operational excellence across these functions. Lead teams to provide exceptional support, streamline processes, and to enhance the overall student experience at the University of Sunderland in London (UoSIL).

Prioritise student success by championing a culture of service excellence and creating a safe, positive and supportive environment for all stakeholders.

Main Duties

Oversee management of the campus facilities, finance functions, events and IT and systems support (TechGuru), ensuring continuous improvement through regular monitoring and review. Working with teams in London and Sunderland campus and key contacts including external contractors, landlord and the London Borough of Tower Hamlets, to provide an outstanding, safe and efficient University environment.

Cultivate a high-performing, student-centred and cohesive team culture driven by innovation, proactive service delivery, and robust, customer-focused processes.

Lead on the design and delivery of a Business Continuity Strategy, providing mitigation against potential disruption to academic delivery and to protect against lost income.

Review and regularly update Incident Management procedures, ensuring compliance with regulatory requirements and University of Sunderland policies. Work with external agencies, including the Borough Resilience Forum to ensure cohesion with local services and to incorporate relevant best practice.

Utilise management information to ensure efficiency across the department including operational spend and to meet the University's commitment to sustainability.

Develop and monitor key performance indicators (KPIs) to ensure compliance, efficiency, and a positive student and staff experience. Champion data-driven decision-making and continuous improvement initiatives. Oversee high quality reporting.

Have a strategic and operation oversight to ensure that all compliance requirements are met across the department including but not restricted to the campus buildings, financial oversight and audit and the University's cyber security requirements. Collaborating with colleagues in Sunderland to achieve this goal.

Collaborate with the Deputy Director (Operations and Governance) to develop and deliver annual plans, incorporating local and institutional priorities, staffing, and budget management.

Proactively identify and mitigate risks across functions, embedding risk management principles into all aspects of service delivery.

Promote effective communication within the department and across the university building and maintaining strong relationships with colleagues at Sunderland campus. Represent Operations functions on committees and project groups, both internally and externally.

Lead and oversee a range of facilities/IT related projects from inception to completion, ensuring they are delivered on time, within budget, and to the highest standards.

Managing the Facilities Management provider, and external contractors as appropriate - monitor progress, resolve issues proactively, and ensure all works align with health and safety regulations and organisational objectives.

Effectively manage staff and resources, ensuring adherence to all HR policies and procedures, including recruitment, performance management, and staff development.

Manage departmental budgets and contracts effectively, ensuring value for money and adherence to procurement regulations.

Provide inspiring leadership, utilising strong interpersonal skills to navigate challenges.

Actively pursue continuous professional development and identify opportunities to enhance administrative processes.

Deputise for Deputy Director (Operations & Governance) as appropriate.

Promote the university's principles of equality, diversity, and inclusion in all interactions. Champion corporate values in every aspect of the role.

Demonstrate a steadfast commitment to delivering an exceptional student experience.

Perform other duties commensurate with the role, as determine by an appropriate senior manager.

Special factors: This role requires a flexible approach to work in accordance with the requirements of a professional contract there may be times when out of hours and weekend work is necessary. National travel, including to our campus in Sunderland, is required and appropriate business arrangements will be made to facilitate this.

Person Specification

Essential	Qualifications
	<p>Educated to degree level or extensive equivalent relevant experience.</p> <p>Evidence of continuing professional development relevant to facilities management and H&S, IT and infrastructure, finance and business operation, or higher education management.</p>
	<p>Experience</p> <p>Proven experience operating at a senior management level within a complex, customer-focused organisation.</p> <p>Significant experience providing strategic and operational leadership across one or more of the following areas:</p> <ul style="list-style-type: none">• Facilities management and estates operations• IT systems and infrastructure support• Finance and business operations• Health and Safety management <p>Demonstrable track record of managing multidisciplinary teams, fostering collaboration, and achieving service excellence.</p> <p>Experience of developing and implementing business continuity plans and risk management frameworks.</p> <p>Demonstrated success in budget management, financial control, and ensuring value for money.</p> <p>Proven track record of exceptional people and resources leadership within at least one area of the role's portfolio of services.</p> <p>Experience of building strong working relationships across organisational boundaries and with external partners such as local authorities, landlords, and contractors.</p> <p>Strong experience of leading projects from inception to delivery, managing all aspects including oversight of external contractors.</p> <p>Experience of using management information to inform service design and delivery, leading on performance and impact measurement.</p>

	<p>Knowledge, Skills & Attributes</p> <p>Strong understanding of Health and Safety legislation, compliance requirements, and best practice in estates and facilities management.</p> <p>Good understanding of cyber security principles, data protection, and IT governance within an institutional setting.</p> <p>Knowledge of financial management processes, including procurement, audit, and compliance frameworks.</p> <p>Excellent strategic planning and operational delivery skills, with the ability to balance long-term objectives and day-to-day demands.</p> <p>Strong leadership and people management skills, with the ability to motivate, develop, and empower teams.</p> <p>High level of analytical and problem-solving ability, including interpreting complex data and producing clear management information reports.</p> <p>Excellent communication, influencing, and negotiation skills, able to build credibility and trust with internal and external stakeholders.</p> <p>Strong organisational and project management skills with attention to detail.</p> <p>Proficiency in IT systems, digital tools, and management information systems relevant to operational and facilities management.</p> <p>Proven ability to drive quality and excellence in service delivery through continuous improvement.</p> <p>Commitment to excellence in a challenging higher education environment.</p>
Desirable	<p>Qualification</p> <p>Relevant Health and Safety qualification (e.g. NEBOSH, IOSH Managing Safely).</p> <p>Experience</p> <p>Previous experience of working in Higher Education</p> <p>Professional or postgraduate qualification in a relevant field (e.g. Facilities Management, IT Service Management, Business Administration, Finance).</p> <p>Experience implementing digital transformation or systems optimisation initiatives.</p> <p>Experience working with local authorities, landlords or statutory agencies in relation to building compliance or resilience planning.</p>

DATE CREATED: 10 October 2025



North East
Better Health
at Work Award
Gold Award



University of
Sunderland
in London