

# JOB DESCRIPTION

<b>Job Title</b>	<b>Operations Supervisor</b>		
<b>Reports to</b>	<b>Operations Manager</b>		
<b>Department</b>	<b>Campus Services</b>		
<b>Job Family</b>	<b>Business Services</b>	<b>Level</b>	<b>2</b>

## About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

## About the Department

The Campus Services and Developments department aims to deliver end-to-end services to the School to support its key strategic priorities. To this end the objectives of the department to all stakeholders include:

- Campus Services and Estates deliver supplementary and enhanced space and services for growth, including development of the Sussex Place campus and acquisition of buildings in the vicinity.
- Campus Services provision of welcome desk and Security services; the provision of space planning, booking and delivery; the provision of all retail and hospitality catering on campus; and the ongoing refurbishment, renewal and maintenance of the Estate.
- Campus Services and Estates has responsibility for the strategic and logistical management and service delivery of 10 key areas:
  - Catering Operations
  - Cleaning
  - Contract Management
  - Estates Services
  - Fitness Centre,

- Gift Shop
- Operations – Porters and Post
- Security
- Space Planning and Space Management
- Welcome Desk

## Job Purpose

Coordinate and facilitate event support and portering services, whilst administering the workflow of individual team members through the Estates Management System, so as to ensure the successful delivery of activities at the School. This will involve close liaison with Cleaning, Security, Space Management team and Estates to ensure that rooms are consistently presented to a high standard, ensuring effective and efficient service delivery integrated with other front-line teams e.g. Porters, Caterers and Maintenance in order to deliver a clean and smartly presented Estate.

Coordinate an effective and efficient operation that supports office moves and project works, through prioritising the services required ensuring outcomes are met to a high standard.

Responsible for balancing, monitoring invoices and provide accounts with spreadsheets for monthly Invoicing; setting up and maintaining filing systems on Invoice and timesheets

Ensuring the effective and efficient receipt, delivery and handling of goods on behalf of the School community.

## Key Areas of accountability and Key Performance Indicators (KPIs)

### Key areas of accountability:

#### **Delivery and Support**

- Apply specialist technical knowledge in Estates Management Systems tools across a range of different areas to deliver required services in line with defined processes and KPIs, escalating queries or tasks if outside own technical knowledge and/or standard procedure for own area.
- Joint Supervisory accountability: Collaborate jointly in all areas of responsibilities Both Ops Supervisors will share the role of managing seven porters over seven day a week operation. Alternate in conducting one to one and team meetings
- Respond to requests from all stakeholders, providing specialist advice to deliver on the information and/or understanding they require and provide an excellent service.
- Resolve operational day-to-day issues referred from across the School, ensuring an efficient and first-class service is extended to all stakeholders.
- Design, contribute and develop materials and policy guidance, with supervision from more senior colleagues, for use in the provision of an efficient and effective business support service.
- Provide support to colleagues on an area of specialism to upskill and educate others in the business support services provided. Specifically estates management systems on both desktop and mobile device platforms.

- To take a long-term (1 month) forward planning approach to Event Support identifying the key and major activities needing high level event support and rostering staffing accordingly from your reporting teams
- To monitor the Event Support/Portering team process for reviewing short to medium-term School's upcoming room bookings, via the weekly Operations Diary and by email, in order to manage the staff and other resources required and anticipate the need for further information to deliver to each event
- To work with Space Management to continuously improve the forward planning and management of the weekly/monthly schedule of events ahead ensuring a full understanding of requirements and the effectiveness of systems to ensure effective service delivery
- To contribute to and carry out delegated actions in relation to event planning and co-ordination meetings for major functions
- To ensure the scheduling of necessary resources; staff, equipment and/or furniture as required for each room set up, office move or function.
- To play an active role in the in both Key Events and Operations Delivery meeting and debriefing process so as to support the delivery of a seamless integrated service to School customers and stakeholders.

### **Analysis and Reporting**

- Independently collate, cleanse and analyse monthly and Ad Hoc invoices for internal recharging purposes.
- Liaise across the team and other departments to prepare reports to inform review, planning and decision-making for coordination of medium and high-level events impacting Executive Education, Degree Education, Strategic Events and Students Clubs.

### **Compliance**

- Support processes and working practices in accordance with established procedure to help identify actual/potential compliance issues and undertake appropriate action.
- Liaise with Operations Management to ensure that health and safety systems in your areas of responsibility are set up within the H&S framework approved by them
- To establish and monitor safe and practical housekeeping standards in storage areas for Event Support and Cleaning
- Participate in School emergency, safety and security procedures as required, encouraging colleagues to do so by a personal example of commitment to these priorities
- Identify the necessary job-related Health and Safety requirements for team members and ensure that it is completed and repeated at intervals as necessary

### **Contractor Management**

- Oversee onboarding of contractors who are delivering services for an area of specialism for London Business School so that they are aware of the policies, procedures and key deliverables

### **Collaboration**

- Collaborate closely with team members and other departments across the School to enable cross department working, to raise the team's profile, and to drive consistency of approach/standards through the wider School, thereby enabling effective service delivery.

### **Project Management**

- Coordinate and deliver a range of straightforward projects, and/or contribute to more complex projects with guidance from more senior colleagues, to ensure delivery against project time, cost and quality standards, and targets.

## **Financial Management**

Support Operation Manager in all financial activity for own area of specialism to ensure the accurate completion of standard financial transactions are undertaken

Administer purchase orders against various account codes within the Operations Team budget

Provide Accounts with information spreadsheets detailing spending in portering and post room for monthly and d hoc accounts preparation

## **Process Improvement**

Monitor processes, systems and practices within area of specialism, plan and carry out regular reviews to identify opportunities for improvement in light of changing needs, feedback and/or current best practice thinking; follow through on improvements once agreed.

Deliver an effective service through ensuring that appropriate rooms and facilities are well prepared for all events/activities.

To conduct and monitor quality control checks on room set ups and ensure maintenance and improvement of customer service standards over time

Monitor audits on rooms and facilities to identify requirements and recommendations to the Estates Planning and Project Manager

## **People Management**

To plan and manage staff rotas, attendance and overtime with appropriate record-keeping

Facilitate and improve working practices with Operations team to ensure high levels of work performance and job satisfaction achieved.

To organise the hire of additional resources when needed to complete particular projects.

## **Change Management**

Champion change by role modelling the behaviour expected from all colleagues and follow through on new activities or actions brought about change to help support its successful implementation.

To suggest innovations to continually improve the performance and customer orientation and satisfaction achieved by event portering functions in keeping with the School's Corporate plan.

## **KPIs:**

- Delivery of high-quality service in area of specialism.
- Area/team compliance with necessary regulations/processes.
- Production of high-quality reports, with the identification of trends and issues.
- Timely and robust onboarding of contractors.
- Projects delivered on time, on budget and to quality standards and targets.
- Development of relationships within and outside the team, and positive feedback from colleagues.
- Improvements to processes and procedures in own area of specialism.
- Up-to-date and accurate financial information for own service area.

### Knowledge/Qualifications/Skills/Experience required

- Secondary school educated or equivalent work experience.
- Basic experience on the latest Mail Sort technology and equipment is preferred
- Basic knowledge of Health and Safety Regulations, including Manual Handling regulations preferred
- Good communication skills and the ability to break down technical issues and explain them in layman's terms.
- Experience of using software related to own area of specialism to extract, analyse and report on data.
- Excellent organisational skills and meticulous attention to detail.
- Strong problem-solving skills.
- Positive experience of working within a customer-services orientated environment.

### Resources including team management

Shared line management responsibility of 7 porters.

<b>Staff</b>	7 (shared)
<b>Budgets</b>	N/A
<b>Date Updated</b>	June 2023