

PHES Head of Operations

Job Description

0.7 FTE

About us

Professional HE Services (PHES) is an umbrella company for membership organisations in the UK Higher Education sector. PHES is the corporate “parent” to nine Special Interest Organisations (SIOs), and between them, these organisations support universities with assuring owned/managed student accommodation (ACOP), legal affairs (AULP), estates and FM (AUDE), finance (BUFDG), internal audit (CHEIA), campus and commercial services (CUBO), strategic planning (HESPA), learning spaces and technology (SCHOMS), and human resources (UHR). We are a not-for-profit organisation and currently employ approximately 50 staff across the UK.

About the role

PHES has grown considerably in recent years, and we are expanding our operations team by creating this new role. The **PHES Head of Operations** will play an essential part in leading the strategic development and continuous improvement of PHES’s operational services, while also providing operational support to the Managing Director.

The purpose of this role is to ensure that PHES has effective, consistent and well-managed operational services that support the company, its staff and its member associations. The post-holder will combine hands-on delivery with operational leadership, helping PHES remain well governed, compliant and responsive as the organisation continues to grow.

The post-holder reports to the PHES Managing Director and will line manage the PHES Operations Officer and the two PHES Membership Officers.

This role will be UK home-based and will include regular travel to the Loughborough office. This will include three PHES Board meetings a year, four PHES team meetings a year, and one office day each month. Although the role is predominantly home-based, the post-holder will be responsible for managing the Loughborough office and will therefore need to work from the office occasionally to support this responsibility.

Roles and responsibilities

Support, develop and empower our people

You will need to...

- Act as the principal operational liaison with our external HR advisors on HR matters.
- Coordinate the implementation of policy changes agreed with our external HR advisors.
- Liaise with the Managing Director regarding emerging HR issues

- Coordinate ongoing reviews and updates of employment policies and associated procedures.
- Monitor staff continuing professional development activity.
- Ensure mandatory, induction and role-specific training requirements are incorporated into the organisation's workforce development arrangements.
- Develop further workforce development activities as organisational requirements evolve.

Help keep PHES compliant, accountable and well governed

You will need to...

- Maintain effective governance and compliance processes across PHES operations, ensuring that identified governance actions are recorded, assigned and monitored through to completion.
- Coordinate the signing and administration of company contracts.
- Oversee the company's insurance arrangements.
- Lead the annual review and updating of the company risk assessment.
- Monitor staff expenses and commercial card expenditure against the relevant PHES policies, identify non-compliance or exceptions and ensure that appropriate follow-up action is taken.
- Coordinate and submit monthly payroll changes to our PHES Head of Finance.
- Take operational responsibility for PHES health and safety policy, training and compliance.
- Manage the planning of PHES Board meeting agendas, helping to identify the matters that require Board consideration.
- Coordinate the collection and distribution of Board papers in accordance with the agreed timetable.
- Attend Board meetings and produce succinct, accurate minutes.
- Coordinate Companies House director identity checks, and the annual declaration of directors' conflicts of interest.
- Undertake company secretarial administration, including confirmation statements and checks on statutory submissions.

Lead and inspire a high-performing operations team

You will need to...

- Provide effective line management, support and direction to the PHES Operations Officer and two PHES Membership Officers.
- Set clear priorities and ensure that operational workloads and projects are planned and delivered effectively.
- Support the development of staff through regular management conversations, appropriate training and continuing professional development.
- Provide limited operational cover for the Managing Director during periods of absence, within agreed delegated responsibilities.

Help our associations thrive and grow

You will need to...

- Oversee the annual subscription renewal process.
- Monitor high-level SIO member engagement information.
- Support effective oversight of SIO performance, working closely with the PHES Managing Director.
- Manage the planning of PHES team meetings (four a year), preparing agendas and seeking contributions from Executive Directors and other colleagues.

- Lead the operational due diligence for prospective new SIOs.
- Plan and manage the onboarding of new SIOs into PHES services and operating arrangements.

You must be

A 'self-starter' who thrives in a small team environment

You will need to...

- Be proactive in identifying opportunities to improve the quality, efficiency and effectiveness of PHES operations.
- Lead or contribute to operational improvement projects.
- Have a friendly, open, and supportive manner towards other team members.
- Display excellent organisational skills, work independently, and juggle multiple work streams with competing priorities to meet deadlines.
- Produce work to a professional standard and with attention to detail.
- Use excellent IT skills, including Word, Excel and email, and be willing to use approved AI tools where they are appropriate and useful in the role.
- Have a flexible approach to team working – sometimes working outside normal office hours, for example when organising or attending events.
- Commit to always observing the organisation's [Equity, Diversity and Inclusion Policy](#).
- Have a willingness to undertake further training.
- Be prepared to develop within the role.

You must also have

- You must also have relevant operational, administrative or management experience, together with excellent verbal and written communication skills.

You might have

- A degree.
- Experience of working in a membership organisation.
- Experience of working in or with the HE sector.
- Experience of providing or liaising with an HR support service.

We will offer

- A **0.7 FTE** role (25.9 hours) with an open-ended contract.
- A competitive salary at **Grade 7 (£36,636 - £46,049 pro-rata)** dependent on qualifications and experience.
- A defined contribution pension scheme with **7.5% employee and 16% employer contribution rates**, together with life insurance.
- **30 days' holiday pro rata** plus bank holidays and discretionary days' office closure.
- Support for **CPD** and appropriate training.
- Employee Assistance Programme.

- This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.