MURRAY EDWARDS COLLEGE

Murray Edwards College is a college for bright women from a variety of backgrounds and is one of the 31 Colleges in the University of Cambridge. Founded as New Hall in 1954, the College became Murray Edwards College in 2008 following a benefaction from the Edwards family. The College is at the heart of one of the world’s leading Universities and occupies a single attractive site in the north area of the city, only a short walk from the city centre and university faculties.

While presently one of the smaller Colleges in terms of student numbers - with over 600 students, 235 registered postgraduates studying for Master’s degree or PhD, and 397 undergraduates – the College intends to grow over the short to medium term as part of a new strategic plan.

The College provides academic and pastoral support tailored to the distinctive needs of postgraduate and undergraduate students. The College offers accommodation on site to all undergraduates for the duration of their course and to a number of postgraduates wishing to live in College. This helps to create a strong sense of community in the College.

The ultimate authority in the College is the Governing Body (formed by 64 Fellows), which delegates the oversight of operations and management of College affairs to its College Council. Nine members of the Governing Body are elected to serve on the College Council alongside the four College Officers (President, Vice-President, Bursar, and Senior Tutor) and two student body representatives. The College is a registered charity and all members of the College Council are the Charity Trustees. The College also hosts a significant number of Bye-Fellows.

THE ROLE

The new role of Deputy Bursar is one of the most senior management roles in the College. Reporting to the Bursar, the Deputy Bursar is responsible for the management of the domestic affairs and crucial areas of operation of the College, ensuring the professional delivery and highest quality of services in support of the College’s academic mission.

There are currently five major operational departments under the Deputy Bursar:

- Catering (including Food Services and Kitchen)
- Conferencing and Events
- Estates (including Maintenance and Gardens)
- Accommodation (including Housekeeping)
- Portering and security

The Deputy Bursar serves as the strategic and operational lead, overseeing and agreeing future strategy and budgets for these departments, and is responsible for managing, developing, motivating and monitoring the performance of the Heads of each department.

He/she is responsible for all the College’s residential accommodation as well as catering, ranging from regular student meals through to special events and dinners. The College runs an ambitious programme of events, which requires coordinated support from many departments, under the direction of the Deputy Bursar. The College also offers meeting, dining and conferencing facilities to the public and is keen to restore, expand and improve the income and profitability of its catering and conference business and offerings. This will be a crucial indicator of success in the role.

He/she is expected to use his/her position to influence and gain the confidence of Officers, Fellows, staff and students in the interactions he/she has within the College. The Deputy Bursar must show sympathy with the educational focus of the College, while looking to control costs and to develop
and exploit commercial opportunities to the full. Strong financial and budgetary management across all areas of responsibility is also a key requirement.

The new post of Deputy Bursar will play an exciting part in the development and life of the College at a crucial time, with the arrival of Dorothy Byrne as new President and renewed focus. The College has exciting plans for growth and this role will play a crucial part in achieving the College’s current and future ambitions.

KEY DUTIES AND RESPONSIBILITIES

Team leadership and management

- Lead, manage, mentor and motivate the heads of departments and their staff;
- Undertake annual staff reviews of direct reports, and oversee the staff reviews of all staff under their management, ensuring staff have measurable objectives and that schemes for personal development are in place;
- Set performance targets for each department and work with heads of department to ensure those targets are met, that resources are used efficiently and that the different departments work together effectively to provide the services that the College requires;
- Develop professional service standards and key performance indicators, encouraging the application of best practice and ensuring that staff are contributing to high quality service delivery;
- Support and participate when necessary in the College’s Disciplinary and Grievance Process;
- Sponsor various staff/member events as necessary

Catering (including Food Services and Kitchen)

- Oversee the operation of Food Services and the Kitchen departments, ensuring these operations are run smoothly and in close cooperation with College Officers, Fellows and, on occasion, with students;
- Agree with the Catering Operations Manager and the Head Chef the catering provision and costings for day-to-day catering, regular and special College events;
- Propose increase for internal and external prices to the Bursar annually;
- Maintain the status of Designated Premises Licence-holder and oversee the sale of alcohol at events within the College;
- Carefully review monthly management accounts for the departments taking actions where necessary

Conferencing and Events

- Oversee the operation of the Conferencing and Events department, working collaboratively with the Conference & Events Manager, College Officers, Fellows and heads of departments;
- Develop the College’s external business by actively marketing and seeking new opportunities;
- Ensure good communication about College events and conference/residential arrangements to all staff involved;
- Produce and review monthly profit and loss accounts for the department;
- Act as designated ‘responsible Person’ for and oversee the College aspects of the annual student-led May Ball, including facilities, insurance, health & safety and all regulatory matters.

Operational estate
• Contribute to the development and maintenance of the College’s estate, providing for the optimum use and development of the College’s buildings through refurbishment and reconfigurations of existing buildings and the planning of any acquisition or construction of new buildings;
• In liaison with the Bursar, maintain a detailed 10 year fully-costed building plan; Identify the level of funding required for the upkeep of the estate and, in consultation with the Bursar, prioritise projects in light of the funding allocated;
• Co-ordinate and oversee the planning and implementation of maintenance and refurbishment projects, ensuring that consultants, suppliers and contractors are procured efficiently and cost-effectively and that projects are appropriately specified;
• Interact with College Officers and others on the needs for the future operation of the College;
• Work with Fellows, staff and students to improve the College’s environmental sustainability;
• Oversee insurance with respect to the College’s estate and operations in liaison with the Bursar.

Domestic services and facilities
• Ensure accommodation is optimally used, maximising occupancy, and ensure that efficient systems are in place for the booking of College accommodation, public rooms and other facilities;
• Develop the strategy and methodology for pricing accommodation in liaison with the Bursar;
• Ensure that student accommodation complies with required Codes of Practice (ANUK);
• Oversee the operation of the Porters’ Lodge and the maintenance of a safe and secure College environment;
• Oversee the maintenance of the College Gardens
• Maintain overall responsibility for health and safety within the College, acting as the College’s designated Health & Safety Officer as well as Fire Safety Officer;
• Ensure a comprehensive and robust system is in place for crisis management and business continuity

College committees
Play a leading role in the following College committees and working groups:
• Domestic, Estates and Events Committee;
• Personnel Committee
• Gardens Committee (Chair)
• Health & Safety Committee
• Student & College Liaison Group meetings (including Rent Engagement Group);
• Environment/Sustainability Committee

The Deputy Bursar also deputises for the Bursar as necessary.
NETWORK OF CONTACTS
Murray Edwards College:
- All Fellows and staff;
- College Officers, in particular Bursar, President, Development Director and Senior Tutor;
- Heads of Department, direct reports: Head Porter, Head of Estates, Head Gardener, Catering Operations Manager, Accommodation Manager, Events Manager
- Other Heads of Department, particularly: Head of HR, Head of Finance, Head of IT; Head of Tutorial Office
- Members of College committees;
- JCR and MCR student bodies;
- Murray Edwards Garden Party

Other Cambridge Colleges:
- Deputy/Domestic Bursars in other colleges;
- Catering and Conference Managers in other colleges, including participating in the Cambridge Colleges’ Committees for Conference Managers and for Catering Managers;
- Meet Cambridge (a central organisation run by and for the Colleges. See: https://www.meet-cambridge.com/)

PERSON SPECIFICATION
Knowledge and Experience:
The appointee will:
- Bring a track record of first-class, senior administrative and management experience, ideally with significant experience of managing the portfolio of services;
- Have a track record of success in income generation, with strong marketing experience (including good knowledge of how digital and social media can help deliver income objectives)
- Likely have significant, high-level experience gained working in at least one of the following sectors: hotels, catering, hospitality, conferences, residential education, estate management;
- Have experience of managing financial and operational performance of a multi-disciplinary team in a complex environment;
- Have experience of leading and delivering process improvement and change projects;
- Bring an appreciation of the academic purposes of the College and its implications for areas within the Deputy Bursar’s sphere of responsibility;
- Have familiarity with licensing and general health and safety and risk management

Skills, Abilities and Competencies:
The appointee will:
- Demonstrate excellent leadership and managerial skills and the ability to drive and motivate staff while maintaining their morale;
- Be a team-builder with a collaborative mentality, able to build and share values;
- Bring excellent oral and written communication skills and an understanding of when and how to communicate (the ability to write compelling papers and proposals for committees and Council is particularly important);
- Be proactive and a resourceful problem-solver;
Possess excellent interpersonal skills and have the ability to develop and maintain effective working relationships with Fellows, College Officers and other staff, alumnae, students and external parties;

Bring first class marketing and finance/budgetary skills;

Have the ability to cope with a wide range of competing issues and appropriately allocate priorities, dealing with urgent day-to-day issues, while not losing sight of the bigger strategic picture;

Have the ability to work on own initiative, with limited supervision, and to take the lead in dealing with issues to a satisfactory conclusion;

Be able to influence and drive change throughout an organisation.

Personal qualities
The appointee will:

- Be a natural champion of and for professionalism and excellence in services delivery
- Be dynamic, creative and open to new ideas
- Demonstrate a passion and commitment towards the development of the College as well as a general understanding of, and sympathy with, higher education and the values of the College;
- Demonstrate sensitivity in understanding and dealing with the differing interests of a wide range of groups in the College community – Fellows, alumnae, students, heads of department and staff;
- Demonstrate consistency and courtesy in the treatment of others and in the application of policy

TERMS AND CONDITIONS OF EMPLOYMENT

- The College expects to pay a salary in the range of £65,000-£67,500 per annum, depending on skills and experience.
- This is a full-time post, requiring 37.5 hours per week, although flexibility in working hours will be required to fulfil the responsibilities of this senior level post. Some evening and weekend attendance is expected.
- The postholder is expected to live in or within an appropriate distance of Cambridge.
- The post holder will be offered membership of a contributory pension scheme, free lunch on duty and on-site car parking, as well as use of the College gym. Dining rights are also offered.
- The notice period is three months after an initial probationary period of nine months.
- Annual paid leave entitlement is 25 days’ holiday per year, plus public holidays. Of the 25 days’ holiday, the College schedules 3-4 days in December. Attendance is sometimes required on public holidays which occur in term time, such as the May public holidays, for which alternative days’ holiday are given.
- Any offer of employment will be made subject to evidence of the right to live and work in the UK, the receipt of satisfactory written references