Domestic Bursar

Wycliffe Hall is looking to appoint a Domestic Bursar.

Wycliffe Hall is a Permanent Private Hall of the University of Oxford, and an Anglican theological college in the evangelical tradition, committed to excellence in teaching and research, thereby making a significant contribution to the intellectual life of the University and the wider society. We have about 140 students, of whom around 40% are Church of England ordinands. Students study for undergraduate and graduate qualifications, from the certificate to doctoral level, and come from a wide range of backgrounds. We are committed to expanding that range.

Effective management of the various operational non-academic aspects of the Hall has always been a critical element of the overall viability of the Wycliffe community. The Hall has an ambitious growth strategy involving increasing its student and staff body and undertaking significant campus redevelopment. Such bold plans place an even greater emphasis on the need to ensure that operational activities are efficient, fit-for-purpose and where appropriate commercially viable.

Reporting to the Bursar, the Domestic Bursar is responsible for the efficient running of most of the functions providing operational services to the Wycliffe community as well as to conference guests and other visitors. With a wide operational reach covering Reception, Housekeeping, Catering, Maintenance and Accommodation, the Domestic Bursar plays a vital role in the Hall. The Domestic Bursar is expected to bring a collaborative and supportive, problem-solving approach to the many and varied challenges of the role. In delivering the operations the Domestic Bursar has key budgetary responsibilities, ensuring that operations are fit for purpose and represent good value for money for our community. The Domestic Bursar also plays an important compliance role, leading on several areas such as Health and Safety, Security, Sustainability and Accessibility.

The Domestic Bursar is the line manager for the Clerk of Works, Domestic Manager and Accommodation and Property Manager and has overall responsibility for a staff of 15 including 4 employed by the Hall’s outsourced catering supplier.

A wide-ranging post, it requires intelligence, experience, accuracy, pragmatism, and clarity. The role offers an exciting opportunity to interact with a wide range of internal and external stakeholders and to shape the overall effectiveness of the Hall. This is a full-time role.
Role Description

Key Responsibilities

Management and Leadership
- Provision of appropriate leadership, management, and development of all staff in the operations area to ensure the continued smooth running of their respective functions in particular
  - Work with the Clerk of Works to plan and deliver the maintenance and refurbishment schedules across the Hall’s property portfolio whilst ensuring that quinquennial reviews occur and that recommendations are implemented
  - Work with the Clerk of Works on ensuring an efficient grounds and tree management plan
  - Lead the relationship with the Hall’s outsourced catering provider and negotiate the contract and related budget
  - Support the Domestic Manager in the delivery of internal events, commercial conferences and B&B.
  - Oversee the provision of accommodation with the Accommodation and Property Manager
  - Ensure that security and reception functions are appropriately resourced and managed
- Lead the technical planning and implementation of any capital investment programmes that may arise alongside external specialists.
- Lead implementation of operational policies and procedures, providing guidance and advice to the Hall community, and ensuring compliance with relevant regulations.
- Maintain and operate the Hall’s emergency and Business Continuity plan.
- Lead on sustainability and accessibility improvements across the Hall.

Budget and Finances
- Ensure strong budgetary control practices across the various operational groups in the domestic area.
- Ensure that tendering processes are followed, and that procurement is managed effectively
- Where appropriate work with budget holders to propose and agree pricing for domestic services recognising commercial opportunities.
- Work with the Finance team to monitor monthly performance.

Support Commercial Activities
- Demonstrate a commercial mindset in the use of Hall facilities
- Liaise with the Conference and Events Manager and the Accommodation and Property Manager to identify and agree potential Hall facilities available for commercial activities.
- Coordinate delivery of commercial activities across domestic team ensuring a high standard of hospitality is provided to external customers
- Ensure sufficient resourcing to support commercial activities especially concierge and front-of-house facilities outside Hall working hours

Health & Safety
- As the nominated Health & Safety Officer for the Hall lead the Health and Safety Committee and provide leadership and support to all areas in delivering their Health & Safety obligations including appropriate staff training.
- Work in conjunction with retained advisors to maintain rigorous standards of Health & Safety and that policies are updated to assure their continued compliance with current legislation.
- Ensure that all Health & Safety procedures are followed and that risk assessments are undertaken.
• Ensure that Event organisers undertake appropriate risk assessments and other checks prior to any event taking place in the college.
• Be responsible for all matters relating to security in the Hall including that all points of access and egress within the Hall are safe and secure.
• Ensure that all security systems including CCTV are monitored and regularly serviced to ensure they are being used appropriately and are always in operation.

Community focus
• Establish and maintain a close and respectful relationship with the student body, not limited to regular meetings with the Student Presidents.
• Facilitate appropriate support for spouses’ groups and families within the life of the community.
• Liaise with the Senior Tutor/ Vice Principal and other members of the College’s welfare team on areas where student discipline and welfare overlap with domestic services.
• Provide support to the Student Dean on any building related policies and issues.

Governance and Communication
• Participates in regular Hall Wide Management Meetings
• Jointly lead Operational Matters Meetings
• Represents the Hall at the University wide Domestic Bursars’ Committee
• Engage regularly with staff and students across the Wycliffe community.

The Domestic Bursar will be expected to carry out such other duties as the Hall may request, commensurate with the responsibilities of the post.

---

**Person Specification**

**Essential**
• Significant management experience at a strategic and operational level.
• Commitment to excellence in the provision of services and facilities
• Evidence of leadership in previous role(s) and of managing a cross-functional team
• Excellent organisational skills and the ability to communicate priorities and manage a demanding and varied workload.
• Experience of improving operational processes.
• Excellent interpersonal and communication skills
• Pragmatic approach to problem solving
• Ability to handle sensitive matters with tact, diplomacy, and discretion
• Ability to relate to multiple stakeholder groups (Academics, Clergy, Students, Support Staff, Trustees etc) with ease.
• Commercial acumen and experience of managing budgets and cost centres.
• Health and Safety qualification or willingness to undergo training to acquire accredited qualification
• Sympathetic to the vision, mission, and values of the Hall

**Desirable**
• Experience of working in a similar role in an educational setting
• Experience of managing procurement and contract tender processes
• Familiarity with hospitality business
• Good knowledge of current legislation and standards in one or more of health and safety, accommodation, buildings, and infrastructure
• Educated to degree level
Remuneration
This post is offered subject to the satisfactory completion of a 6-month probationary period and the capability and disciplinary provisions set out in the employee handbook. The salary is between £45,000 and £53,000 per annum depending on experience.

Pension
Wycliffe Hall will contribute an amount equal to 10% of salary to a Group Personal Pension Scheme.

Working hours
This is a full-time post of 35 hours per week.

Holidays
Initially, 25 days per annum, rising to 30 days per annum after 5 years with public holidays in addition which may needed to be taken in university vacations should they fall in term time.

Meals in Hall
The role holder will be entitled to free lunches in Hall during working hours when the kitchen is operational.

General
The role description is correct as of October 2023. It will, however, be discussed between the role holder and the Bursar, and may be amended, following consultation, to reflect developments in or changes to the job.

Application Process
To apply for this post, please send the following:

1) A full CV.
2) A covering letter explaining how your experience and attributes might qualify you for this post.
3) The names and contact details of two referees.

Applications are to arrive by **12 noon, Friday 17th November 2023**. Interviews are likely to take place at Wycliffe Hall on **Thursday 23rd and Friday 24th November 2023**.

Please email applications to the Head of HR, Mona Liu:
**Vacancies@wycliffe.ox.ac.uk**