



ABOUT THE STUDENTS' UNION

The University of Suffolk Students' Union is a charity and membership organisation which represents and supports over 14,000 students studying at our Ipswich campus and across the UK and overseas.

We are student-led and provide a range of services and opportunities to students including representation, advice, events, sports, social activities, and training. Alongside this we also operate a social space and shop on our Ipswich campus.

The Students' Union is led by our two elected student Presidents and is overseen by our Board of Trustees, with day-to-day operations and strategic management delegated to the Chief Executive.

HOW TO APPLY

If you're interested in applying for the role, please send:

- A cover letter
- Your CV
- A statement outlining why you are interested in applying for this role, and why you are suited for this role with reference to the job description and person specification.

Email your application to Dionne Walton, CEO, d.walton@uos.ac.uk

CLOSING DATE

Deadline for applications: Monday 3 November, 17:00

First stage virtual interviews will take place on Friday 7 November

QUESTIONS?

If you have any questions about the position, please get in touch by emailing Dionne Walton: d.walton@uos.ac.uk

HEAD OF OPERATIONS

JOB DESCRIPTION & PERSON SPECIFICATION

Position title	Head of Operations
Reports to	Chief Executive
Direct Reports	Operations & Commercial team managers (eg Communications Manager)
Salary	£34,329 pa
Location	Based at University of Suffolk Students' Union, with flexible/hybrid working considered
Contract	Permanent, full-time (part-time or reduced hours may be considered)

PURPOSE OF THE ROLE

This role exists to ensure the smooth and compliant running of the Students' Union through strong leadership of operational systems, internal services, and enabling functions.

As part of the Senior Leadership Team, the post-holder will act as a stabilising force during institutional development and organisational growth, providing clarity, compliance, and capacity across key areas.

They will also lead income generation through focused, values-aligned opportunities such as events, marketing partnerships, and merchandising — with space to explore innovation and new initiatives that support the SU's aims.

The post-holder will be responsible for operationalising strategy across their area, ensuring that systems, services, and activities are aligned with organisational objectives, and that staff are clear on their role in delivery and accountable for performance.



HEAD OF OPERATIONS

JOB DESCRIPTION & PERSON SPECIFICATION

KEY RESPONSIBILITIES

OPERATIONAL LEADERSHIP & COMPLIANCE

- Lead and develop the SU's core operational systems, policies, and processes to enable efficient delivery.
- Ensure compliance with legal, regulatory, and sector-specific requirements (e.g. H&S, GDPR, employment law).
- Own and manage supplier contracts, procurement processes, and facilities-related services.
- Provide clear planning and logistical support for projects and events, working cross-functionally with teams.
- Lead operational relationships with the University (Health & Safety, Estates, IT, HR, Finance).
- Translate strategic objectives into operational delivery plans for their area of responsibility.

INCOME LEADERSHIP (FOCUSED COMMERCIAL DELIVERY)

- Deliver income through merchandising, events, sponsorship, and marketing partnerships.
- Work closely with the Communications Manager to ensure income-generating opportunities are aligned to brand and purpose.
- Monitor income performance against agreed targets and ensure sustainable delivery through known and emerging opportunities.

PEOPLE, CULTURE & ORGANISATIONAL DEVELOPMENT

- Line-manage managers within the Operations team and support their development and performance.
- Build a positive, inclusive team culture with strong accountability and alignment to SU values.
- Contribute to cross-organisational workforce planning, supporting team and structure development.
- Deputise for the CEO as required and participate in Senior Leadership Team decision-making.

RELATIONSHIP & PARTNERSHIP MANAGEMENT

- Represent the SU at university boards, committees, and external networks, building constructive partnerships.
- Manage key operational and income relationships, including funders, suppliers, and sponsors.
- Work closely with colleagues and elected student officers across departments to support integrated campaigns, events, and services.

PERSON SPECIFICATION

EXPERIENCE & KNOWLEDGE

ESSENTIAL

- Proven experience in operational leadership within a complex organisation.
- Strong line management experience, including developing teams and managing performance.
- Experience managing budgets, suppliers, contracts, and internal services.
- Working knowledge of HR processes and regulatory compliance (e.g. H&S, data protection).
- Experience delivering income through events, merchandising, or partnership activity.
- Experience of financial management and accountability, including budget planning, monitoring, and reporting.

DESIRABLE

- Experience working in a membership, education, or non-profit setting.
- Experience overseeing the delivery of events or large-scale projects.
- Familiarity with the students' union or higher education environment.

SKILLS & ATTRIBUTES

- Strategic thinker with the ability to translate plans into delivery.
- High emotional intelligence and people leadership skills.
- Financially literate with good analytical and reporting abilities.
- Comfortable operating across both strategic and hands-on contexts.
- Excellent communicator and relationship-builder.
- Able to work at pace, manage complexity, and remain calm under pressure.

VALUES & APPROACH

- A commitment to equity, inclusion, and empowerment of students and staff.
- A learning mindset with a focus on improvement, not perfection.
- Values-led leadership style that builds trust, clarity, and collaboration.
- Respects the power of student voice and the importance of organisational purpose.

QUESTIONS?

If you have any questions about the position, please email d.walton@uos.ac.uk