

Job Description

Job Title	Bursar and General Manager Westminster College, Cambridge
Reporting to	The Principal, Westminster College
Location	Westminster College, Madingley Road, Cambridge CB3 0AA
Travel	Occasional travel in UK
Working Hours	36.5 hours per week with some evening and weekend working
Salary	In the range £65,000 - £70,000 per annum
Job Summary	<p>The General Manager leads the support operations for Westminster College in pursuit of the College's strategic goals and operational aims, reporting to, and working collegially and collaboratively with, the Principal of the College.</p> <p>The role requires strong operational leadership, alongside an ability to bring innovative ideas and lead change. The role also requires financial acumen in terms of financial planning and budget planning but also an ability to communicate financial information to different audiences.</p> <p>The General Manager, fulfilling the role of Bursar, will take responsibility for running the safe operation of the College in support of the strategic and operational aims of the college as a Resource Centre for Learning for the United Reformed Church and as a high-quality and profitable commercial venue.</p> <p>The General Manager, alongside the Principal, will develop good relationships within the staff teams and wider stakeholders, using their influence and authority effectively to enable team work and effective implementation of policy.</p>

Background

Westminster College is a Resource Centre for Learning of the United Reformed Church (along with two other centres in Manchester and Glasgow). It delivers initial ministerial education for the URC as well as engaging in extensive work across the life of the denomination. This includes work with Lay Preachers and Elders, Synods, local churches and ecumenical partners, as well as Continuing Ministerial Education for ministers and sabbatical visitors from the world church. We also educate a growing number of independent students. The College has at its heart a worshipping community. It is a place of learning, renewal and hospitality where ancient Christian traditions and wisdom meet contemporary questions to inspire faithfulness today and tomorrow. A Strategic Plan to 2030 has recently been finalised and is attached.

Westminster College is a member of the Cambridge Theological Federation. On the Westminster campus, and sharing the opportunities for encounters, are other members of the Federation including the Woolf Institute promoting understanding between the Abrahamic faiths, the Faraday Institute of Science & Religion and the Cambridge Centre for Christianity Worldwide. A new agreement to house the Congregational Library at the College has just been announced. The offices of the Federation are also accommodated on the campus. Some services are provided by Westminster staff to the whole campus.

The College is housed in a beautiful, historic building in the heart of Cambridge, extensively refurbished in 2014 with renewed facilities. The College welcomes visitors from across the world for study, reflection, or simply the opportunity to enjoy Cambridge. The possibility of complementary Christian partners permanently sharing this space is under active exploration.

Alongside this core activity, Westminster College has a busy commercial side including Bed and Breakfast accommodation alongside Conferencing & Events. The College has 6 meeting rooms, 32 en-suite single bedrooms and 5 en-suite double bedrooms, a well-appointed dining hall, a professional kitchen, a chapel, two cottages available as rentable short-stay accommodation, and an art studio. The College is set in its own grounds, with a car park outside the city centre restricted traffic zone. There are currently 5 teaching staff and around 25 full- and part-time support staff working in the College; a new Principal joins them in July. The College operates a significant proportion of its hospitality activity through a subsidiary trading company.

Principal responsibilities and duties

Overview of Responsibilities

- The General Manager, fulfilling the role of Bursar, will
- Take responsibility for running the safe operation of the College in support of furthering the strategic and operational aims of the college as a Resource Centre for Learning of the United Reformed Church and as a high-quality and profitable commercial venue.
 - Report to the Principal of the College, supporting the educational work and assisting in the strategic development of the College.
 - Lead support operations for Westminster College.
 - Line-manage all direct reports in line with the College's policies and practices.
 - Have responsibility for maintaining the standards of site safety, behaviour, attitudes, and service delivery by support staff, as well as ensuring the high standard and values of the College in all activity.

Leadership and Management

- The General Manager, fulfilling the role of Bursar, will
- Work closely with the Principal in the latter's role of leading the College and shaping and implementing its ethos and priorities.
 - In consultation with the Principal, take a lead in ensuring regular and frequent structured communication with senior colleagues.
 - On strategic and operational matters, implement plans as agreed and further report on outcomes and make recommendations as needed.
 - Identify strategic issues and opportunities to improve the efficiency of resources, sustainability and financial position of the College operations and so develop and deliver strategic workforce and resource planning.
 - Liaise with members of Senatus (teaching staff), participate in College meetings and ensure a robust and active line of communication between academic and support staff throughout the College.
 - Directly line-manage the team of managers, currently the Tutorial, Hospitality, Finance and Estates Managers, the Head of Reception and the Archivist. The General Manager will have access to HR and IT support.

Key responsibilities

- The General Manager, fulfilling the role of Bursar, will
- Have responsibility for planning and budgets, ensuring that outcomes and other information are reported to the relevant monitoring group in an appropriate and timely manner.
 - Be responsible within the College for all support staff, ensuring that they work within the values and ethos of the College.
 - Be responsible for staff recruitment, induction, development, appraisal and discipline, with the support of an HR specialist.
 - Have responsibility for security and operational Health and Safety of the College, ensuring compliance with all College policies and UK safety legislation including COVID-19 protocols.
 - Share in the roster for holding the Duty Telephone.
 - Ensure that all parts of the College work in a co-ordinated way.
 - Provide liaison between teaching staff and course and event organisers to ensure College priorities are honoured within the context of excellent standards of customer service.
 - Represent Westminster College in meetings of Bursars and Domestic Bursars of Colleges within the collegiate University of Cambridge.

Expected Standards

Communication

- Promote a culture of open and effective communication to enable constructive relationships with colleagues and internal and external contacts.

Equality & Diversity

- Actively foster an environment which nurtures equality and cherishes diversity.

Health, Safety & Security

- Promote, monitor and maintain best practice in health, safety and security.

Customer Service

- Work collaboratively to develop a customer service culture which fosters continuous improvement.

Personal & People Development

- Take responsibility for own personal development and support the development of others to enhance their skills and knowledge.

Data Protection

- Promote, monitor and maintain best practice in data protection principles and practice.

Safeguarding

- Actively promote, manage and maintain best practice in safeguarding.

.....
This job description reflects the overall scope and responsibilities of the role. However, it is not an exhaustive list and the job holder is expected to undertake any other reasonable duties that might be requested. All jobs change or evolve over time in order to meet organisational or departmental needs and this job description will therefore be subject to periodic review and change if required.

Person Specification

Job Title:	Bursar and General Manager
-------------------	----------------------------

Requirements	Essential	Desirable
Education & Qualifications	<ul style="list-style-type: none"> ○ Degree level education or equivalent. ○ Willing to obtain or update industry-related qualifications or licences as necessary. 	<ul style="list-style-type: none"> ○ Academic or Professional qualification in finance or business management. ○ Professional membership of industry-related organisation. ○ Institute of Occupational Safety and Health (IOSH) qualification.
Experience & Knowledge	<ul style="list-style-type: none"> ○ Senior operational management. ○ Effective team working. ○ Proven management skills. ○ Working to generate a financial surplus from commercial operations. ○ Financial and budget management ○ Developing customer-focused teams. ○ Business development. ○ Leadership and line management skills. 	<ul style="list-style-type: none"> ○ Senior operational management within a residential conference centre or educational facilities environment. ○ Best practice and legal requirements for the hospitality sector. ○ Higher Education sector. ○ Charity regulation.
Skills & Abilities	<ul style="list-style-type: none"> ○ Ability to inspire excellence in others and ensure high and consistent levels of service. ○ Ability to think strategically and formulate short and long term plans, especially taking account of the financial position and projections. ○ Excellent chairing skills and the ability to listen and distil a broad range of views into clear decision making. ○ Fine judgement and analytical skills, capable of contributing effectively to the evolution of College strategy. ○ Practical IT skills including a working knowledge of Microsoft Office and CRM software. ○ Excellent written and oral skills. 	<ul style="list-style-type: none"> ○ Comprehensive and current understanding of the conference and events market, ideally with knowledge of the particular Cambridge environment. ○ Familiarity with current social media platforms, their use and effectiveness.

Personal Qualities	<ul style="list-style-type: none">○ Willing to work within the Christian ethos of the United Reformed Church and a theological college.○ Willing to play an active part in the full life of a community in which people are being prepared for Christian leadership.○ A professional approach to outlook and presentation.○ Willingness to take a flexible approach to working times and workloads.	
---------------------------	--	--