



LIVERPOOL  
HOPE  
UNIVERSITY

1844

# Appointment of Chief Operating Officer

Closes: 28<sup>th</sup> October 2024 at 12 Midday.

Ref: LHUCOO1

[www.hope.ac.uk](http://www.hope.ac.uk)

# Letter from the Vice Chancellor



**Professor Claire Ozanne**  
MA DPhil Oxon, PFHEA

**Vice-Chancellor & Rector,  
Liverpool Hope University**

*Claire M.P. Ozanne*

**Thank you for your interest in Liverpool Hope University and this key leadership role.**

Liverpool Hope is a liberal arts inspired University with research and teaching across Arts and Humanities, Science and Social Science and Education. Whilst Liverpool Hope is one of the newest universities in the country, its history goes back to our founding colleges in the 19th century (1844 and 1856). It is these foundation colleges, together with the later Christ's College, that were brought together to form Liverpool Hope University. We are a superb university rooted in a vibrant and exciting city.

Hope is a unique ecumenical Christian foundation, which strives to provide a deep and well-rounded education of the whole person. We are a strong community with two beautiful campuses which has striven for and, we believe, achieved a balance between research and teaching. In the REF 2021 we submitted 96% of eligible academic staff with more than 61% of our research rated as world leading or internationally excellent. At Hope a drive for academic excellence and a genuine concern to widen participation complement each other. Ours, we say with justification, is 'a University with a collegiate heart'.

Liverpool Hope is a University where the individual and individuality matter. We want ambitious people to grow and develop with us and we value and recognise staff contributions and achievements. We are committed to supporting and promoting equality and diversity to create an inclusive learning and working environment that recognises and respects difference.

If you join us as Chief Operating Officer you will be doing so at an exciting time in our development, Liverpool Hope University is a vibrant academic community with excellent scholarly standards and high ambition. We are proud of our past, confident in our present and excited about our future. We would be delighted to hear from you.



# Liverpool Hope University



**Liverpool Hope University is a vibrant community of scholars, students and support staff. We are proud of our past, confident in our present and ambitious for our future. With a history extending more than 175 years, Liverpool Hope has developed a distinctive ethos that brings together scholarship, research and teaching.**

Liverpool Hope University is distinctive among universities, being the only ecumenical higher education institution in Europe. Its mission is “to educate the whole person in mind, body and spirit”.

The University values the individual, encouraging students to achieve the highest academic standards while becoming responsible citizens. Students are encouraged not only to think about the world of work but to consider how they can contribute to the work of the world.

Its work is shaped by Christian principles, although it embraces those of all faiths and none. It values the individual, encouraging students to achieve the highest academic standards while becoming responsible citizens. Liverpool Hope currently has over 5,270 students from more than 80 countries, they are taught by scholars who are active researchers and who model what it means to challenge and push forward the boundaries of new knowledge. Our curriculum is centered on research- informed teaching, and we increasingly encourage our students to become active enquirers.



# Estates

**Liverpool Hope University has two main teaching campuses – Hope Park in the suburb of Childwall and the city centre Creative Campus.**

The University has been able to invest £56.1 million in capital developments over the last 10 years – all of this has been paid for from cash reserves without the need for bank borrowing. Stunning listed buildings sit alongside modern architecture, and with beautiful gardens and facilities, making Liverpool Hope University a unique place to work and study.

The start of the new 2024 -2025 academic year sees the opening of a brand new Learning and Teaching building at Hope Park Campus, 'the I3 building' and plans are well underway for redevelopment of two buildings at the Creative Campus including the creation of a 'Film Factory'.

The University is committed to reducing its carbon footprint and achieving net zero by 2040 for scope 1 and 2 emissions and 2050 for scope 3. The Estates / IT strategy for the University ensures that all new capital initiatives incorporate carbon saving measures and there is a rolling programme of sustainability projects to reduce our carbon emissions.

## Plas Caerdeon

The University owns an Outdoor Education Centre in North Wales. The Centre is set in 18 acres of private, secluded woodlands within the Snowdonia National Park, North Wales overlooking the Mawddach Estuary - often described as one of the most beautiful in Britain.

The Centre is used exclusively by the University for 6 months of the year. All of the first-year students have the opportunity to attend as part of a student engagement programme and there is extensive use by both the School of Health and Sport Sciences and School of Computer Science and the Environment. For the other six months of the year it is successfully used to generate commercial income.





# Our Mission and Values

Liverpool Hope University welcomes all who seek an excellent higher education. Our educational philosophy is based on the triune quest for Truth, Beauty and Goodness. We are deeply committed to a culture of research and knowledge exchange and to preparing our graduates to serve the common good.

Faithful to our Christian moorings, we aspire to be a welcoming, hospitable and caring organisation. We invite all who work and study here to contribute to building a kind, generous and gracious community where all may flourish. These virtues we believe support Liverpool Hope's ethos of hard work, scholarly dedication and the rounded education of its graduates.

We strive to be an anchor institution in our region, contributing to solutions for local and global challenges; to the development of a skilled and future ready workforce and to realising a more equitable society.

## Sustainability

Liverpool Hope University is committed to enhancing the quality of its environment for its staff and students working and living at the University and the wider community; and aims to manage its operations in ways that are environmentally sustainable, economically feasible and socially responsible. All staff are expected to work in accordance with, and promote the University's sustainability practices.

## National Student Survey 2024

Liverpool Hope University has been ranked fifth in the UK for student satisfaction following analysis by Times Higher Education (THE) of the 2024 National Student Survey (NSS) results. The annual National Student Survey (NSS) is a census of all final year undergraduate students in the UK, offering a chance to provide feedback on their student experience at Hope.

In 2024, just under 346,000 (72.3% overall response rate) final year undergraduate students from 130 higher education institutions participated in the survey, which asks them to share their thoughts on a range of topics relating to their university experience. Liverpool Hope has achieved a strong set of results across the board, rising up the rankings in every category to reflect how positively it compares with other universities on both a national and regional level.

In addition to finishing first in the North West in six categories, the University also ranked second in the region for teaching, organisation and management and for its Students' Union.

A full break down of our results can be found [here](#).



# Statement on equality, diversity & inclusion

Liverpool Hope is committed to the principles of equality, diversity and inclusion as well as the elimination of discriminatory practices.

Consistent with its Mission, Liverpool Hope strives to be a university where the individual and individuality matter. We hold students, staff and visitors in high regard and we seek to foster a working and learning environment that recognises and respects difference. The University Equality and Diversity Policies provide the framework for the recognition and advancement of equality and diversity for our employees and students. A set of Equality and Diversity Objectives crystallise our ambitions to eliminate unlawful discrimination and promote equality

Central to this for our students are responsibilities around access and participation and working towards the Office for Students' strategic aims; ensuring regardless of background, each student has a rewarding and successful experience of higher education which transforms them into graduates prepared for making a difference for good in the world, with fulfilling careers.

At the University we monitor, evaluate and understand our data in relation to a range of performance indicators.

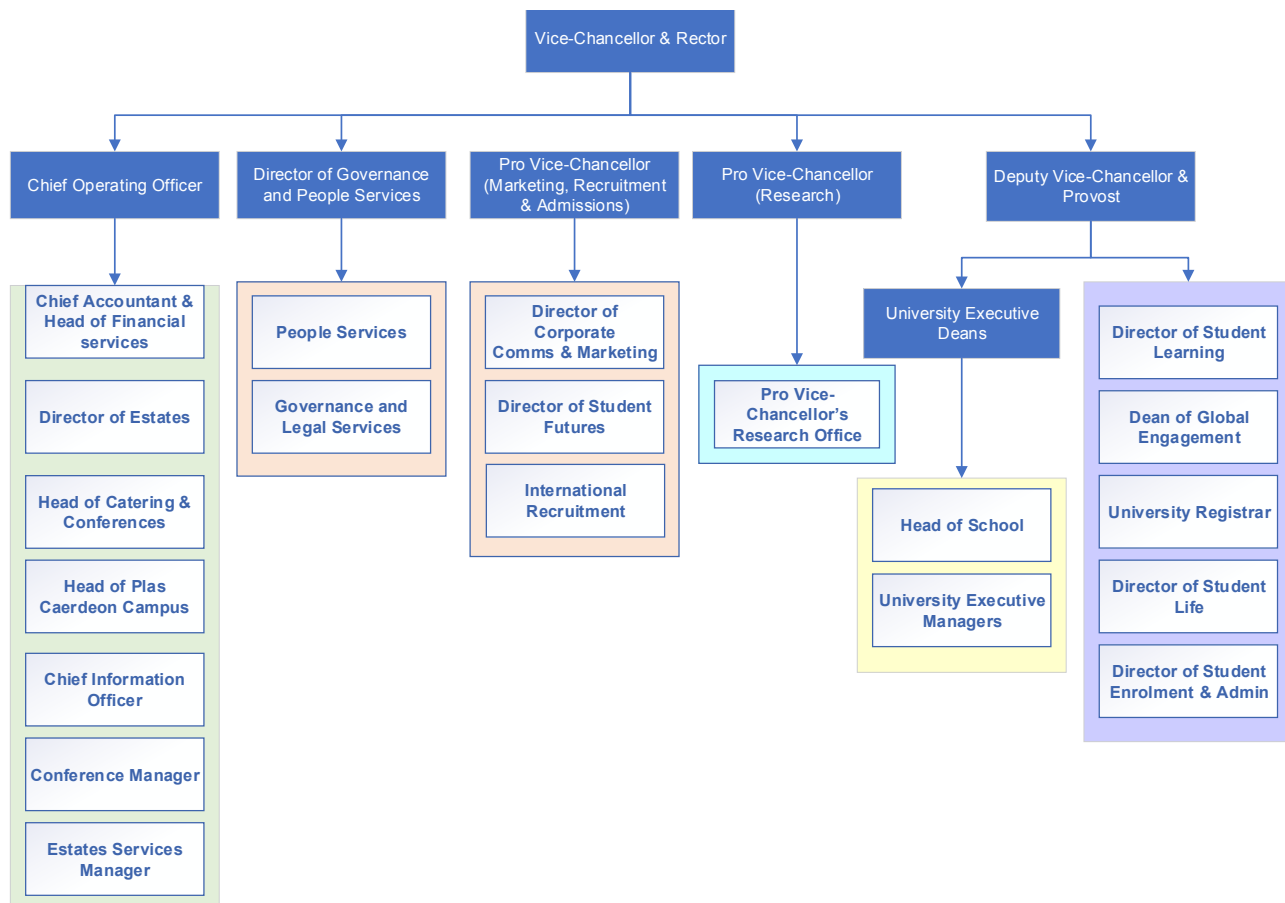
The student body led by the Students' Union has no 'typical student' as a member. It recognises that our students come from all walks of life and at different times of their lives. They work to provide a community where everyone is welcome, regardless of the way in which they may identify. Our Student Representatives work hard to represent each of our cultures and identities on campus, including BME, LGBTQ+, Neurodiversity, Women's and many more. As well as this, the SU calendar is packed full of different activities and things to get involved in, to celebrate the rich diversity amongst our members. This year, they vibrantly celebrated Black History Month, Disability History Month, Pride and many other important awareness days and weeks. Above all, they try to create an environment where anyone, regardless of race, nationality, religion, ability or gender, can walk through our doors and get the support they need.

## Research Excellence Framework

Liverpool Hope University is proud to be celebrating its research successes following the results of the latest Research Excellence Framework (REF2021). The findings affirm the University's reputation as an institution with an inclusive research culture at its core. More than 96 percent of eligible staff were submitted as part of the REF2021 research exercise, with all 13 subject units assessed as having aspects of their work in Internationally Excellent (3\*) or World Leading (4\*) categories.



# University structure



## Schools

The academic profile of Liverpool Hope University is divided into 4 Faculties broken into 9 Schools each of which comprises a number of subject areas with strong teaching and research reputations. They also have strong links and formal partnerships with a number of cultural and professional bodies in Liverpool and across the North West of England, and a strong network of university partners world-wide.

- Liverpool Hope Business School
- School of Creative and Performing Arts
- School of Education
- School of Health and Sport Sciences
- School of Humanities
- School of Law and Criminology
- School of Computer Science and Environment
- School of Psychology
- School of Social Sciences



# The post

**Starting Date:** TBC

**Salary Range:** Competitive **Type of Contract:** Permanent **Work Pattern:** Full Time

**Reports to:** Professor Claire Ozanne, Vice Chancellor and Rector

The Chief Operating Officer (COO) will play a critical role in supporting the University's strategic development and delivery of operational plans and goals. They will manage and enhance the University's Financial Operations, Estates, IT systems, Conferencing and Catering functions. This position is essential for aligning these critical areas with the institution's strategic objectives and ensuring their contribution to the University's success and sustainability in line with the University's Strategic Plan. The ideal candidate will offer a background in strategic financial delivery, outstanding organisational and leadership capabilities, and a dedication to cultivating a collaborative and innovative campus environment.

The day-to-day management in all areas within the Chief Operating Officer's (COO) portfolio are led by the respective Directors and managers of services with the COO providing leadership and overarching strategic guidance and practical support.

Working as a member of the Vice Chancellor's Advisory Group and the University Executive Board the emphasis will be on driving quality, efficiency and efficacy across all operations and services, supporting growth, sustainability, innovation and a culture underpinned by our core values.

As a key senior leader, the COO will have a successful track record of management in a fast-paced complex environment across a broad range of operations. The successful candidate will be a positive role model, able to demonstrate a noticeable commitment to improving our working culture and helping to build a positive and enabling environment for all. We recruit staff nationally and internationally as we seek out the best to help build Hope for the future. If you join us, you will be doing so at an exciting and challenging time as we work to build a liberal arts inspired university of distinction in the UK. If you have the skills, drive and commitment to assist in this task, we would be delighted to hear from you.

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## Key tasks and responsibilities

Below is a broad indication of the typical key duties of the role. This Job Description is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

- Strategic management for financial planning, financial resilience, funding and investment to ensure sustainability and the achievement of planned growth identified within the University's Strategic Plan.
- Executive responsibility for developing the University's investment planning, capital projects, and estates management to optimize returns, support institutional priorities, and ensure sustainability and assurance.
- Supervise the planning and management of operational budgets, ensuring alignment with financial goals providing regular performance reports to the University Council its committees and the University Executive Board to support them with their responsibility and safe stewardship of University assets.
- Exercise strategic responsibility for the development of the University's Digital strategy.
- Direct the management of the university's IT systems, ensuring they support operational needs and implement effective technological solutions.
- Lead and promote sustainable practices within the University.



- Ensure that the University complies with the relevant legislation regarding all its financial matters and operating procedures, including oversight of the relevant policy frameworks.
- Address areas for operational improvement to enhance efficiency and effectiveness.
- Stay informed about national and international policies affecting higher education operations. Manage the university's commercial entities and campus enterprises.
- Contribute to the University's Executive Board, playing a key role in developing and implementing the Strategic Plan. Ensure income streams are secure and opportunities to grow income are exploited, and that decisions are taken with the perspective of value for money and return on investment across the University.
- Promote equality, diversity, inclusion, and social responsibility within and outside the University.
- Take responsibility and ownership of responsible areas of the Strategic Plan ensuring the achievement of aligned KPIs.
- Work with others to communicate and celebrate the achievements of the strategic plan both internally and externally. Attend University Council, Finance and General Purposes, Audit Committee, University Executive Board, Senate and any other committees identified.
- Build and maintain strong relationships with internal and external stakeholders and partner organisations such as British University Finance Directors Group whilst representing the University externally on behalf of the Vice Chancellor when required.

## Person specification

Applicants will be expected to demonstrate:

### Experience

- Experience of coordinating and assuring complex capital and revenue budgets, physical and digital resources, and business planning processes, which are strategically aligned across the institution.
- Experience of leading transformational change programmes involving infrastructure, systems, and people.
- Significant experience of working as a leader in delivering operational services at a senior executive level in a complex organisation or Higher Education.
- Experience of designing, delivering and evaluating major strategic projects.
- Ideally a professional finance qualification / postgraduate degree or significant experience at a senior level in a discipline relevant to the role.
- Evidence of success in delivering results at a senior level, effectively managing people, finances, and other resources to achieve these.
- Experience of leading in a period of change and uncertainty in the external environment ensuring strategic and operational plans are delivered successfully.
- Evidence of significant creativity and judgement and demonstrated willingness to suggest and try new creative approaches to problems, which resulted in a positive outcome of meaningful change a track record of integrity, openness and honesty and valuing diversity.

### Skills and Knowledge

- High level of financial acumen with substantial experience of budget management, including cost control and capital investment.
- Highly developed communication skills which fosters and develops effective and productive working relationships.

- A commitment to the University's values, aims and objectives, coupled with an enthusiasm for all that is seeking to achieve.
  - A leadership style able to implement a high-performance culture with the ability to deliver on strategic objectives and achieve key performance indicator outcomes.
  - Inspirational leadership and management capabilities, showing the ability to build high functioning teams, supporting talented staff to develop.
  - Exceptional resilience and skills to deal with demanding workloads and deadlines .
  - Ability to plan, delegate, and provide clear direction.
  - The foresight and courage to act in the strategic and long-term interests of the organisation to ensure the long-term sustainability of the University.
  - A solution focus, with the desire to fix and resolve.
  - Sound judgment, decision making, and commercially and politically astute.
  - Strong analytical skills, demonstrable emotional intelligence with the ability to challenge the status quo sensitively and constructively.
  - A demonstrable commitment to the principles and promotion of Equality, Diversity and Inclusion.
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## Benefits of working at Liverpool Hope

Liverpool Hope offers its employees a full range of benefits:

### Pay and pensions

- Competitive rates of pay defined using the HERA job evaluation scheme
- Pension schemes with generous employer contribution

### Home and Family

- Generous Annual Leave Arrangement
- Opportunity for flexible working arrangements

### Training and Development

- Induction training for all new staff
- Staff development opportunities

### Health and Well-being

- Hope Park Sports fitness suite and classes with discounted membership
- A range of food outlets with healthy eating options
- Staff counselling service
- Staff cycle scheme
- Support with lifestyle changes
- A range of social activities and groups
- On-site chapel, multi-faith prayer room and Chaplaincy
- Eye testing scheme



## Conditions of service

This post is based at Hope Park campus. However, you may be required to work in other areas of the University as and when required.

The post is permanent subject to the normal probationary period of twelve months.

### **Salary scale: Competitive**

Salary is payable monthly in arrears by bank giro credit on and around the 20<sup>th</sup> of each month. The annual leave runs from 1<sup>st</sup> September to 31<sup>st</sup> August. Holiday entitlement is 32 days per year plus statutory Public Holidays and Liturgical days. This entitlement is pro-rated for part-time staff.

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## Appointment process & how to apply

**The closing date for applications is Monday 28<sup>th</sup> October at Midday.**

Applications should consist of a full curriculum vitae, detailing academic and professional qualifications and experience, full employment history and relevant achievements. CV's should be accompanied by a covering letter describing in no more than 3 pages how candidates meet the criteria outlined in the person specification, why the appointment is of interest and what they believe they can bring to the role.

Applications should be sent to Rachel Bray, Recruitment Manager via [brayr@hope.ac.uk](mailto:brayr@hope.ac.uk) by Monday 28<sup>th</sup> October 2024 by 12 noon.

Please visit the below link in order to find more information about the use of personal information provided by candidates to the University:

**[Applicant Privacy Notice](#)**

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## Useful links

**[Liverpool Hope Website](#)**

**[Working at Liverpool Hope University - People Services](#)**

**[New International Staff](#)**

**[Liverpool Hope University Strategic Plan](#)**

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## Name of contact for queries

**Professor Claire Ozanne**

**Vice-Chancellor & Rector, Liverpool Hope University**

You are welcome to arrange a confidential discussion with Professor Ozanne by emailing Clare McKinnell, [mckinncc@hope.ac.uk](mailto:mckinncc@hope.ac.uk)



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