Domestic Bursar

Job Profile

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Domestic Bursar</th>
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<tbody>
<tr>
<td>Location:</td>
<td>Ridley Hall, Cambridge</td>
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<tr>
<td>Reporting to:</td>
<td>The Principal</td>
</tr>
<tr>
<td>Hours:</td>
<td>37.5 hours per week</td>
</tr>
<tr>
<td>Term:</td>
<td>Permanent</td>
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Ridley Hall

Ridley Hall is an Anglican theological college in the centre of Cambridge preparing men and women for leadership positions in the Church of England and other denominations. The vision of the College is to become a beacon of Christian learning and formation. We are guided by five core values: Excellence; Community; Graciousness; Innovation; Sustainability. We have approximately 130 students studying for degrees validated by Cambridge and Durham Universities. The college buildings are home to approximately 50 staff and students, with the remainder on site during weekday working hours.

Further information about the College is available from its website: [https://www.ridley.cam.ac.uk](https://www.ridley.cam.ac.uk)

The role

The Domestic Bursar is a senior management role in the College. Reporting to the Principal, the Domestic Bursar is responsible for the management of the domestic affairs and operations of the College, ensuring the delivery and highest quality of services in support of the College’s mission of preparing leaders for the church.
There are currently six major operational departments under the Domestic Bursar:

- Catering – 4 staff
- Estates (including Maintenance and Gardens) – 2 staff
- Accommodation (including Housekeeping) – 4 staff
- Reception – 1 staff
- Conferencing and Events
- IT – support is outsourced to external company but oversight, liaison and purchasing of new equipment lies with the DB

The Domestic Bursar serves as the strategic lead, overseeing and agreeing future strategy and budgets for these departments, and is responsible for managing, developing, motivating and monitoring the performance of the personnel in each department. The Domestic Bursar oversees HR for their direct reports.

He/she is responsible for all the College’s residential accommodation, including two properties offsite, as well as catering, ranging from regular student meals through to special events and dinners. The College leases the site to a language school during the summer months. The Domestic Bursar takes the lead on all arrangements with language school management, which requires coordinated support from a number of departments within the College.

He/she is expected to use his/her position to gain the confidence of Tutors, staff and students in the interactions he/she has within the College. The Domestic Bursar must show sympathy with the theological educational focus of the College, while looking to control costs and to develop and exploit commercial opportunities.

The College has recently conducted a thorough review of all its activities and has agreed a strategic plan to guide its future development. The Domestic Bursar will play a key part in the implementation of the plan, promoting staff involvement and collaboration in the plan and assisting with projects. These include a project to review the use of its existing cycle storage facilities, potential refurbishment of the chapel and a renewal of signage throughout the College.

Key duties and responsibilities

**Team leadership and management**

- Lead, manage, mentor and motivate the heads of departments and their staff;
- Take overall responsibility for the recruitment and training of new staff in relevant departments;
- 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;

Catering
• Oversee the operation of the Kitchen department, ensuring this operation is run smoothly and in close cooperation with College Leadership and students, via the student rep;
• Agree with the Head Chef the catering provision and costings for day-to-day catering, regular and special College events;
• Propose increases for internal and external prices to the Chief Financial Officer annually;

Conferencing, Events and annual Language School
• Oversee Conferencing and Events, working collaboratively with the Development Director, Marketing and Communications Director, Housekeeping team, Reception staff and relevant tutorial staff when appropriate;
• 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 and students involved;
• Act as designated ‘responsible Person’ for and oversee the College aspects of the annual student-led Summer Party, 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 – both on and off site - through refurbishment and reconfigurations of existing buildings and the planning of any acquisition or construction of new buildings;
• In liaison with the CFO, maintain a detailed 5-year fully-costed building plan; Identify the level of funding required for the upkeep of the estate and, in consultation with the CFO and Development Director, prioritise projects in light of the funding available;
• 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 the Leadership Team on the needs for the future operation of the College;
• Work with 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 CFO.
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, teaching rooms and other facilities;
- Develop the strategy and methodology for pricing accommodation in liaison with the CFO;
- Ensure that student accommodation complies with required Codes of Practice (ANUK);
- Oversee the operation of College Reception and the maintenance of a safe and secure College environment;
- 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 meetings

- Play an active role in the weekly Leadership Team Meeting, weekly ‘All’ staff meeting and twice-termly Hall Meeting and annual staff residential.

Network of Contacts

Ridley Hall

- All staff, students and residents of Ridley Hall
- Leadership Team: Principal and Vice Principal,
- Head Chef, Housekeeping team, Estates Manager, Gardener, Reception staff.
- Chief Finance Officer, Development Director and Internal Affairs Deacon (student rep);

Other Cambridge Colleges:

- 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 general management experience, ideally with significant project management experience;
- Have significant experience gained in working in at least one of the following sectors: hotels, catering, hospitality, conferences, residential education, estate management;
- Have experience of budgeting, accounting and reporting and managing a multi-disciplinary team in a complex environment;
• Have experience of leading and delivering process improvement and change projects;
• Bring an appreciation of the theological and academic purposes of the College and its implications for areas within the Domestic Bursar’s sphere of responsibility;
• Have familiarity with general health and safety and risk management issues.

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;
• Be an excellent problem-solver;
• Possess excellent interpersonal skills and have the ability to develop and maintain effective working relationships with the Leadership Team and other staff, alumni, students and external parties;
• Bring good 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;

Personal qualities

The appointee will:

• Demonstrate a passion and commitment towards the development of the College as well as a general understanding of, and sympathy with, theological 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, staff, students, families of students, alumni;
• Demonstrate consistency and courtesy in the treatment of others and in the application of policy;
• Be open to new ideas;
• Be in sympathy with the Christian faith and working in an environment in which students are being prepared for leadership in churches including the Church of England.

Terms and conditions of employment

• The College expects to pay a salary in the range of £45,000-£48,000 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. Occasional evening and weekend attendance is expected.
• The postholder is expected to live in or near Cambridge.
- The post holder will be enrolled in the College pension scheme, is entitled to free lunch on duty and on-site car parking.
- The notice period is three months after an initial probationary period of 9 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 and completion of a medical questionnaire.

## How to apply

Please send a CV, with a covering letter setting out why you feel you are suitable for this role, **to arrive by 12pm on Friday 7th January 2022**, to: Ms Katie Bowers (ref. Domestic Bursar), PA to the Principal: pa@ridley.cam.ac.uk.

Please note: candidates are asked to set out clearly in their application how their knowledge, skills and experience meet the requirements of this role.

Please include the names and contact details of two referees who know you in a professional capacity. References will not be taken up without the permission of the candidate.

Interviews will take place at Ridley Hall on **Friday 14th January 2022**.

Ridley Hall is an Equal Opportunities Employer.