

CUBO Executive Director

Job Description

Full time

About us

CUBO (College and University Business Officers) is the association for commercial and campus services professionals in higher and further education, whose responsibilities include the strategic development, management and operation of an institution's commercial business, whether run in-house or outsourced. This includes student accommodation; catering, hospitality and retail operations; conferencing and events, including business and leisure tourism. It can include hotels, tourist attractions and arts venues, and many CUBO members have responsibility for services such as sport, security, print, transport, parking, cleaning, childcare, customer services and other soft facilities management.

The CUBO membership is made up of commercial directors and teams working at the majority of UK universities and a number of international institutions.

CUBO is a Special Interest Association (SIO) of Professional HE Services (PHES) - an umbrella company which currently comprises a number of other associations. We are not-for-profit and exist to support members. Any funds generated through the activities of the Association are used to fulfil our objectives and mission.

About the role

The Executive Director is responsible for the successful leadership and management of the organisation according to the strategic direction set by the Executive Committee. They are accountable for policy and service development, partnerships, financial accountability, member engagement, communication and advising at national and international level.

In association with the PHES Managing Director, the CUBO Executive Director formally reports to the Chair of CUBO, works in partnership with the CUBO Executive Committee and manages the CUBO Operations Manager.

Roles and responsibilities

Lead the Association, promoting excellence in the development of campus life, services and the student experience

You will need to...

- Undertake a leading role in defining the vision, strategic plan, constitution and operational output for the organisation
- Regularly review the existing membership profile, expectations and service provision, identifying opportunities for growth and change, innovation and development
- Support national and international policy-setting and lobbying and define how policy changes should be applied at member level
- Identify, assess and inform the Executive Committee about internal and external issues that affect CUBO
- Foster effective teamwork and communication between the Executive Committee, members, staff, affiliate organisations, corporate partners and other related bodies

- Work with all members of the wider PHES team as appropriate on different cross-SIO projects, as and when the need arises.
- Ensure all recruitment, commercial and sponsorship opportunities are explored and maximised, to maximise revenue potential
- Demonstrate flexibility and tolerance in a changeable and developing environment
- Determine strategies to move the organisation forward, set goals, create and implement action plans and evaluate the process and results
- Assesses options and actions based on trends and conditions in the environment, and the vision and values of the organisation and use to determine strategic direction
- Define and interpret national and international policy and facilitate implementation at local level
- Provide clear direction and inspirational leadership by example
- Demonstrate strong adaptability, responding quickly and effectively to changing priorities, challenges, and business needs.

Represent CUBO at the **highest levels of sector and policy engagement**

You will need to...

- Attend community, national and international events to raise the profile of CUBO and improve affiliation with relevant bodies
- Contribute, where appropriate, perspectives on political and legislative proposals/changes which may impact on members and the wider sector.
- Establish positive, mutually beneficial relationships and collaboration with other sector bodies, corporate and strategic partners and other stakeholders, to help achieve the goals of CUBO
- Act as an ambassador for CUBO at all times and develop professional networks to support delivery of the organisation's strategy
- Communicate key organisational outputs and activity with stakeholders to keep them informed
- Identify and respond to change in the community served by the organisation
- Evaluate the organisation's risks, implement measures to control these risks and develop contingency plans
- Drive information sharing and support innovation within HE and the broader business community
- Act as a media spokesperson in response to media interest

Demonstrate **strong governance, develop a high-performing team** and establish a strong **succession plan**

You will need to...

- Ensure all decisions support effective financial planning and are compliant with accounting procedures, audit compliance, tax and other relevant legislation
- Administer CUBO funds according to the approved budget and monitor monthly P&L, approving expenditure within the authority delegated by the Executive Committee
- Provide the Executive Committee with comprehensive, regular reports on revenue and expenditure
- Oversee special project and events planning, ensuring these are effectively managed and delivered to time and budget
- Ensure all activity is compliant with legislation and financial integrity
- Determine staffing requirements for organisational management and programme delivery and source appropriate skill base to deliver
- Manage recruitment, appointment, induction and development of staff to improve skill base and support the organisation's mission and aims
- Ensure staff awareness of company HR policies, procedures and practices

- Ensure all staff have clear job descriptions, personal objectives and periodic performance reviews
- Evaluate the effectiveness of all roles in the organisation to promote and encourage the executive succession planning process
- Coach and mentor staff as appropriate to improve performance
- Regularly review skills and profile of Executive Committee members against the skills matrix
- Identify appropriate executive members to ensure Executive Committee legacy and succession
- Provide a process for regularly reviewing and stretching the Executive Committee's effectiveness

Be a great team player who is happy working in a small team and willing to **share ideas**.

You will need to...

- Have a friendly, open, and supportive manner towards other team members
- Display excellent organisational skills, and juggle multiple work streams with competing priorities to meet deadlines
- Be willing to “roll your sleeves up” and support your team at key periods
- Produce work to a professional standard and with attention to details
- Use your excellent IT Skills including Word, Excel, and email on a daily basis
- Have a flexible approach – sometimes working outside normal office hours, for example when organising or attending events
- Commit to observing the organisation's Equal Opportunities Policy at all times.
- Have a willingness to undertake further training.

You must have

- Track record of delivering stakeholder and customer excellence
- Excellent communication and presentation skills
- Good knowledge and understanding of the higher education sector
- Experience of working with and influencing senior management at multiple levels within an organisation
- Comprehensive experience of managing and controlling budgets
- Experience of managing and delivering complex simultaneous projects
- Experience of team leadership, staff development and fostering an open and inclusive workplace
- Experience of reporting engagement at Board level
- Experience of developing and harnessing sponsor/partner relationships

You might have

- Experience of leadership & management of a nonprofit organisation
- Experience of higher education professional services or related area e.g. Student accommodation, conferencing, retail
- Knowledge of current challenges and opportunities relating to the mission of the organisation

We will offer

- A competitive salary at **Grade 9 £59,966 to £78,184** dependent on qualifications and experience.
- A defined contribution pension scheme with **7.5% employee and 16% employer contribution rates**, together with life insurance.
- **30 days' holiday** plus bank holidays and discretionary days' office closure.
- Support for CPD and appropriate training.
- This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.