

UNIVERSITY OF THE GAMBIA

SENIOR MANAGEMENT VACANCY



Job Title: Chief Director of Operations

Reports to: Vice-Chancellor

Job Family: Administration

The Organisation

Established in 1999, the University of The Gambia (UTG) is a growing and dynamic university committed to supporting the socio-economic and environmental transformation of The Gambia and the sub-region through relevant and high-quality education to respond to the Gambia's National Development Agenda, the African Union Agenda 2063 and the United Nations Sustainable Development Goals (SDGs) 2030.

UTG is offering a wide range of undergraduate and postgraduate programmes including doctorate programmes in key areas central to the national, regional and continental development needs of Africa. With several campuses in Banjul, Kanifing, Brikama, Faraba and Farafenni, UTG provides access to higher education to about 7,000 students, including international students every year. UTG is looking to appoint a Chief Director of Operations to contribute in providing direction and leadership on operational and administrative matters. This role provides the opportunity for a highly motivated person to join its dynamic team to deliver its transformative agenda. Reporting to the Vice Chancellor, this key position is responsible for promoting and enhancing efficiency in operational areas to support the core teaching and learning, and research activities in accordance with the University's strategy.

Job Overview

The Chief Director of Operations (CDO) shall assist the Vice Chancellor in the performance of his/her management functions; and will be responsible for enhancing the internal organizational systems that allow the institution to continue to operate effectively and efficiently in fulfilling its mission. The position will ensure that key operational areas in human resources, information technology (IT), estate and facilities and procurement are meeting or exceeding established goals. This new senior management role is being created for an open-minded leader who will focus on elevating the quality of services in these core areas to the highest standard. Each of the core operational areas is managed by a Director or specialist Team Lead who reports to the CDO. The CDO will oversee and lead the heads of units/departments/directorates in identifying challenges and opportunities and set out plans to enhance efficiency in university operations. The CDO is expected to lead operational change and drive improvement initiatives, develop performance metrics, identify solutions to

improve cost-effectiveness and support sustainability goals, working closely with Senior Management, to meet stakeholder expectations and deliver tangible results. The CDO will ensure that all activities and operations are performed in compliance with rules and regulations and other relevant policies and guidelines of UTG. Business continuity and identifying, tracking and managing risk are important elements of the role. Establishing strong working relationships with campus stakeholders, staff representatives, local government and partner organisations will be key to success. He/she shall hold office for 5 years and may be eligible for reappointment for another term with the approval of the Council.

Key tasks and responsibilities include

1. LEADERSHIP

Participate in developing and implementing a strategic plan that supports the institution's vision, translating the strategic plan to ensure operational support is enhanced in response to changing internal and external factors.

Lead planning in key operational areas of Human Resources, Information Technology (IT), Facilities and Procurement.

Lead the analysis of internal operations to identify areas for structural change and process enhancement.

Establish a framework to nurture and enhance the capacity of the next generation of leaders.

2. HUMAN RESOURCE MANAGEMENT

Work with the Senior Management Team to determine the hiring needs in response to the university's strategy to create a human capital development plan, which focuses on professional development and employee retention.

Lead the implementation of an institution-wide goal setting performance management system with mid-term reviews and annual appraisals based on actionable goals for continuous performance improvement and growth.

Oversee institutional operations for building a highly inclusive culture for employee productivity, ensuring team members thrive and institutional outcomes are met.

3. PROCUREMENT

Engage directly with internal/external stakeholders to ensure that procurement delivers innovative, fit for purpose outcomes which are aligned to University objectives and Government policy.

Lead the development of guidance documents on tendering and provide training on procurement rules relevant to UTG and government.

Ensure compliance in tendering, award and contract management of a range of procurement projects including IT & telecoms, professional, campus services, estates and facilities, laboratories and medical equipment.

Drive strategic initiatives from market engagement and spend analyses to deliver savings and other cost efficiencies.

4. INFORMATION TECHNOLOGY

Lead the development of a medium term strategy on digital ways of working including distance learning and blended delivery to enhance accessibility and the experience of students and staff.

Lead the development of a new Data Governance Framework embedding best practice in the way the University manages its data assets, in particular data needed to inform planning and decision-making.

Oversee investment in digital technology and skills development to strengthen teaching and learning, research, and partnership building to meet the needs of the university community.

Oversee the security, compliance, operation and evaluation of the IT infrastructure, systems, applications in line with the University's overall objectives and to ensure that all IT users (including students, staff and visitors) are assured of an excellent IT experience.

5. ESTATES AND FACILITIES MANAGEMENT

Oversee the development and management of health and safety systems and communication of compliance related topics to staff, students and other stakeholders to embed a 'safety culture' into daily activities.

Develop a strategy for the acquisition of real estate and maintenance of buildings, physical infrastructure and facilities, set targets to improve environmental performance/ sustainability and embed an institutional approach to using renewable energy in campuses.

Develop strategy for the relocation to the new campus/space at Faraba and management of the physical space at various campuses, including work of in-house facilities' staff and external contractors for maintenance of landscape features and estate and teaching facilities.

Ensure a comprehensive coordination of the work of security staff and an external security company as required, to ensure that campuses are safe and enjoyable places.

Develop a University's vehicle fleet policy, parking management system and transport plan to ensure that access to, and around the university's campuses is facilitated for students, staff and visitors.

Oversee the development and implementation of recreation spaces and facilities in campuses.

6. REPORTING

Report to the Vice Chancellor on the corporate KPIs/Dashboard relating to operations, in line with the university strategic plan.

7. OTHER FUNCTIONS

Perform other functions as delegated by the Vice Chancellor.

SELECTION CRITERIA

Applicants are expected to address the selection criteria in the Application Form when applying for this position. *In addition to the submission of a CV, the Application Form must be completed to be considered.*

Essential Qualifications, Knowledge and Experience

- A. Master's degree, MBA, or equivalent professional qualification in areas relevant to business strategy, process improvement, human resources, information technology, procurement, surveying, architecture, engineering or facilities management.
- B. Over ten (10) years of experience with the last five (5) years in an executive /senior management position dealing with operational issues, planning and support functions.
- C. Significant experience working in an IT service-orientated environment; and demonstrable up-to-date knowledge of IT systems.
- D. Practical experience and sound knowledge of procurement, tendering procedures, including use of eTendering systems.
- E. Experience and knowledge of facilities management in a university setting, research organization or similar organisation.
- F. Excellent negotiating skills as well as exceptional reporting and communication skills.
- G. Strong command of the English language with the ability to communicate technical matters effectively to non-specialists.

Desirable Qualifications, Knowledge and Experience

- H. Demonstrable leadership skills acquired in an international or multilateral setting.
- I. Experience of strategic planning, leading and influencing change in a comparable context with demonstrable successes in areas of restructuring and change management.
- J. Experience in streamlining business processes to speed up delivery and to generate efficiencies and savings.

SALARY AND BENEFITS

The package is very attractive and consist of a basic salary and other benefits including housing allowance, chauffeur-driven official car, tuition waiver at UTG for two biological children, payment of retention allowance, payment of responsibility allowance, free internet facilities, travel, travel related expenses and shipment of personal effects if applicable.

HOW TO APPLY

All application materials (CV and Application Form) to be sent to recruitment@utg.edu.gm and copied to registrar@utg.edu.gm or fill the online form [<https://forms.gle/WRhYkGiTkXgYdcxz8>] not later than 30th June 2022. Shortlisted candidates will be invited for interviews at short notice and the successful applicant should be available to assume duty immediately.

Please contact Dr. Tarro, University Registrar at registrar@utg.edu.gm for further enquires.