



**CUDDESDON**

# **DEPUTY BURSAR / BUSINESS MANAGER**

**Application Pack**

**June 2025**

## Introduction

Thank you for your interest in the position of **Deputy Bursar / Business Manager** at Ripon College Cuddesdon. We hope the information in this document offers a sense of the vibrant community life and the transformative work taking place at the College. This is a key leadership role, and we are looking for a candidate who can contribute to the strategic growth of the College while ensuring the effective delivery of its daily operations.

## A Profile of Ripon College Cuddesdon

Founded in 1854 by Bishop Samuel Wilberforce, Ripon College Cuddesdon is one of the Church of England's principal institutions for ministerial formation. Nestled in the Oxfordshire countryside just outside the city of Oxford, the College is home to a diverse, inclusive, and worship-centred community that brings together theological learning, spiritual formation, and residential life.

The College trains both full-time and part-time ordinands from across the Church of England and beyond, alongside independent students and those pursuing postgraduate study. It also plays a wider role in the Church's educational and missional life, offering programmes in contextual theology and lay ministry, as well as contributing to public theological engagement.

Our campus is shared with a number of institutions and pathways, and the site is in regular use for conferences, retreats, and events throughout the year. Our hospitality work is an important part of the College's identity and sustainability, offering a space of welcome and reflection for a broad range of groups and guests.

As we look to the future, the College is committed to growing its reach and impact — both through theological education and through developing our site and services to serve the wider Church and community.

For further information, please visit: [www.rcc.ac.uk](http://www.rcc.ac.uk)

## The Role

This newly created post is a senior operational leadership role, responsible for the smooth and effective delivery of several key services at the College — including its commercial operations, hospitality, facilities, grounds, and IT. The Business Manager will work closely with the Bursar and act as their deputy in day-to-day operational matters.

A primary focus of the role is to strengthen and grow the College's hospitality offer — particularly conferences, retreats, and guest stays — in line with our strategic business plan. The post-holder will oversee several core teams and functions, ensuring high standards of service, cross-departmental coordination, and a consistently warm and professional welcome for all who live, work, study, or visit the College.

This is a practical, hands-on leadership role, well suited to someone with strong operational instincts and a clear understanding of how thoughtful, well-managed services can support the wider mission and ethos of the College.

## Key Responsibilities

### 1. Operational Leadership and Deputy to the Bursar/COO

- Act as the Bursar/COO's deputy in day-to-day operational matters, providing senior cover and judgement when required.
- Support delivery of the College's strategic business plan, particularly in relation to non-academic operations and income generation.
- Ensure a cohesive and consistent approach across departments, contributing to a high-quality experience for all students, staff, and guests.

### 2. Conferences, Hospitality, and Commercial Bookings

- Provide strategic leadership for the College's commercial operations, including conferences, retreats, guest stays, and external bookings — with responsibility for both income growth and service quality.

- Lead the development of new offers, packages, and pricing strategies in line with the College’s business plan, working with colleagues across hospitality, catering, and marketing.
- Line-manage the Conference and Bookings Administrator, ensuring clear processes from enquiry through to delivery, with a strong emphasis on client care and repeat business.
- Set and uphold high standards across all aspects of the guest experience, identifying areas for improvement and implementing professional systems and behaviours.
- Monitor performance against income targets and customer feedback and report regularly to the Bursar/COO on trends, risks, and opportunities.

### **3. Housekeeping and Residential Presentation**

- Line-manage the Head of Housekeeping, providing strategic and operational oversight of cleaning and presentation across the College’s accommodation, conference spaces, and communal areas.
- Ensure that housekeeping provision effectively balances the needs of students, long-term residents, and commercial guests, with appropriate service levels throughout term-time and vacation periods.
- Maintain overall accountability for cleanliness, presentation, and readiness across the site — ensuring high standards are consistently met and any service issues are promptly addressed.
- Work in partnership with the Head of Housekeeping to ensure effective coordination with Facilities, Bookings, and Catering teams, particularly around changeovers, event support, and seasonal pressures.
- Monitor performance and support improvements to systems, training, and cross-departmental communication to ensure the College’s spaces reflect its ethos of welcome and care.

### **4. Facilities, Maintenance, and Grounds**

- Line-manage the Head of Maintenance, Groundsman, and Facilities Assistant, ensuring the effective delivery of both proactive and reactive maintenance across the College estate.
- Ensure that buildings, infrastructure, and outdoor spaces are safe, well-maintained, and aligned with the College’s operational and aesthetic standards.
- Maintain oversight of planned maintenance schedules and ensure responsive follow-up on reported issues.
- Support the Bursar/COO in fulfilling the College’s compliance obligations, including health and safety, statutory inspections, risk assessments, and contractor management — engaging external advisers where needed.
- Contribute to forward planning for site investment, upgrades, and sustainability improvements.

### **5. IT and Systems Oversight**

- Act as the College’s operational lead for IT, managing the relationship with the external IT support provider to ensure reliable infrastructure and timely user support.
- Provide day-to-day oversight of service quality, escalating issues as needed and ensuring continuity of core systems (e.g. internet, printing, email, booking software).
- Work with the Reception and Facilities Assistant to support basic IT administration, such as logging issues, coordinating engineer visits, and maintaining asset records.
- Identify opportunities to improve digital workflows and systems across operational departments — supporting staff to make better use of available tools.
- Contribute to discussions about system upgrades, digital strategy, and future investment in technology that supports the College’s work and community life.

## **6. Staff Leadership and Team Coordination**

- Provide day-to-day leadership to a team of operational staff, including line management of the Conference & Bookings Administrator, Head of Housekeeping, Head of Maintenance, Groundsman, and Reception & Facilities Assistant.
- Lead regular one-to-ones, appraisals, and supervision meetings, and ensure that staff are well supported in their roles.
- Model a visible, calm, and collegiate leadership style, consistent with the College's ethos and expectations.
- Promote shared standards and effective communication across departments — encouraging a culture of mutual respect, flexibility, and service to the wider College community.
- Support the induction, training, and ongoing development of operational staff, in collaboration with the Bursar/COO.

## **7. Financial and Supplier Management**

- Support the Bursar/COO in preparing and monitoring budgets across operational areas, including facilities, housekeeping, IT, and conferencing.
- Approve routine expenditure within agreed delegated limits, ensuring purchases are necessary, cost-effective, and in line with College policy.
- Monitor operational spend in collaboration with the College Accountant, flagging any variances or risks in a timely manner.
- Oversee day-to-day relationships with key external suppliers and contractors (e.g. IT, grounds, waste, compliance testing), ensuring strong performance, responsiveness, and value for money.
- Maintain oversight of service contracts and work with the Bursar/COO to review or re-tender arrangements when required.

## **8. Projects and Continuous Improvement**

- Lead or contribute to operational projects that enhance the College's infrastructure, systems, service delivery, or commercial offer.
- Identify and implement improvements to processes, workflows, and working practices — ensuring services are efficient, user-friendly, and aligned with the College's values.
- Collaborate with other departments to ensure operational developments support the wider needs of students, staff, and guests.
- Maintain a proactive approach to problem-solving and promote a culture of professionalism, learning, and continuous improvement.



## Person Specification

We are seeking a proactive and experienced operational leader who thrives in a values-led, community-focused environment. The ideal candidate will bring sound judgement, a hands-on approach, and the ability to lead teams with clarity and care. They will be comfortable managing complexity, improving systems, and working collaboratively to support both the day-to-day life and long-term development of the College.

Criteria	Essential	Desirable
Qualifications	Educated to degree level or equivalent professional experience	Management qualification or relevant training (e.g. facilities, hospitality, business operations)
Knowledge and Experience	<p>Substantial experience in operational management, including responsibility for people, buildings, and service delivery</p> <p>Proven track record of leading or developing commercial services (e.g. conferencing, events, or hospitality)</p> <p>Experience managing budgets and monitoring financial performance</p> <p>Experience working with suppliers, service providers, or contractors</p> <p>Understanding of health and safety, risk, and compliance frameworks</p>	<p>Experience in a residential, educational, or faith-based setting</p> <p>Familiarity with IT oversight and digital systems</p> <p>Experience supporting strategic planning or service development</p>
Skills and Competencies	<p>Strong leadership and people management skills</p> <p>Excellent organisational ability with the capacity to manage multiple priorities</p> <p>Confident in budget handling and financial processes</p> <p>Clear and confident communicator, able to work collaboratively</p> <p>Sound judgement and ability to take initiative</p> <p>Proficient in Microsoft 365 and comfortable with digital tools for bookings and operations</p>	Experience with project management or service improvement frameworks
Personal Attributes	<p>Practical, reliable, and solutions-focused</p> <p>Professional and approachable</p> <p>Comfortable working in a Christian-based or values-led environment</p> <p>Willingness to work occasional evenings/weekends as required</p>	Interest in sustainability, community development, or formation-based settings

## Terms and Conditions

**Job Title:** Deputy Bursar / Business Manager

**Reports to:** Bursar and Chief Operating Officer

**Location:** Ripon College Cuddesdon, OX44 9EX

**Contract Type:** Fixed-term for a two-year period in the first instance, subject to the successful completion of a six-month probation period

**Hours:** Full-time (35 hours per week, Monday to Friday), with some evening or weekend working required by prior arrangement

**Salary:** £40,000 per annum

**Holiday:** 30 days annual leave per year plus 8 bank holidays.

**Pension:** Eligible for membership of a Church of England Pension Scheme. The College contributes 6.5% of basic pay, with a minimum 1.5% employee contribution. The College also contributes 0.5% for life insurance cover

**Meals:** Lunches are available to staff during term time when the College kitchens are open

**Accommodation:** This is a non-residential post. However, on-site accommodation may be available and a separate arrangement could be discussed, if of interest

**Training & Development:** Opportunities for relevant training, including safeguarding and health & safety

## Safeguarding

Ripon College Cuddesdon is committed to safeguarding and ensuring the welfare of children and adults. This is a shared responsibility for all staff. The suitability of all prospective employees will be assessed during the recruitment process in line with this commitment.

We have safeguarding policies in place that all staff are expected to read during induction and stay up to date with any policy changes throughout their employment or volunteering experience. Regular safeguarding training is provided to ensure all staff understand their responsibilities and comply with best practices in safeguarding and welfare.

## Application Process

Applications should include:

- A **covering letter** explaining your interest in the role and how your experience, qualifications, and aptitudes align with the Job Description and Person Specification
- A **full CV**
- A **completed application form**
- The **College Privacy Notice** and **Equal Opportunities Monitoring Form**

Completed applications should be addressed to the Bursar, Mr Clint McVea, and sent to:

**Email:** [hr@rcc.ac.uk](mailto:hr@rcc.ac.uk)

**Postal:** Ripon College Cuddesdon, Oxford OX44 9EX

The closing date for applications is **12 noon on Friday 4 July 2025**

Interviews will take place at Cuddesdon on **Wednesday 9 July 2025**

## Selection Process

- Shortlisted candidates will be invited for an interview at Ripon College Cuddesdon
- References will be requested prior to final appointment
- Candidates will be required to provide evidence of the right to work in the UK
- Please note that the College is **not licensed to sponsor visa applications**