

BUSINESS & OPERATIONS OFFICER

Job Ref: REQ16803

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Job Description

Job Grade: Management & Specialist Grade 6

Job Purpose

To manage and co-ordinate the financial, HR and administration processes relating to the business operations of Creative and Print Service (C&PS) and lead a team of administrators in providing a first-class service to the University, external customers and suppliers.

Job Duties

- As part of the C&PS management team contribute and inform strategic and operational discussions affecting the general running of the service.

Finance:

- To manage the accounts of the section and provide timely and accurate management information to the Head of C&PS.
- To support the Head of C&PS in administering the allocation and monitoring of internal budgets.
- Regularly identify and provide analysis of trends, KPI's and issues affecting departmental finances to section managers.
- To be responsible for the efficient financial management of C&PS ensuring compliance with legal requirements and University financial procedures.
- To work effectively with the Senior Finance Business Partner, Procurement colleagues and the LU Enterprises Ltd Company Accountant, providing input into the annual budgeting process and overseeing all aspects of procurement administration.
- Liaise directly with University and Company Auditors as and when required.
- To support and co-ordinate relevant procurement tender processes in conjunction with Procurement colleagues, Head of C&PS and other managers and to develop and maintain effective working relationships with key external suppliers.

HR & Administration:

- To manage the allocation of financial and HR related administrative duties in line with business objectives and relevant changes in the University.
- To advise and liaise with all staff on their administrative responsibilities.
- To maintain up-to-date and accurate C&PS HR records.
- To oversee the recruitment and induction of all newly appointed staff in C&PS.
- To monitor documenting and reporting procedures within C&PS with a view to ensuring good practice and compliance with legal requirements and University HR policies and procedures.
- To monitor and manage time keeping, sickness absence and annual leave approval via normal University procedures and where necessary with the advice of the appropriate HR Advisor.

Team Management:

- To be responsible for the roles and workload of an administrative team including Performance Development Reviews (PDR), performance management, reward review, succession planning and other relevant tasks.
- To motivate and encourage excellent staff performance, identifying and implementing any training needs where appropriate, and in line with PDR objectives.

Service Delivery and Strategy:

- To champion the business Management Information System (Tharstern) and to actively improve the effectiveness and efficiency of the system to improve business processes.
- To support the Head of C&PS in driving good practise by reviewing, adapting and developing procedures to enhance business processes across all aspects of Creative and Print.
- To champion innovation and change by managing projects which develop business opportunities and direction.
- To attend off site supplier meetings, events and to network with relevant professional bodies as appropriate.

Special conditions

- Annual leave requests will be restricted at key points in the financial year and will be approved subject to the needs of the business.
- Requirement to provide cover/support to wider Marketing and Advancement business operations may be required during staff absences or peaks in workload.
- Further duties may be required in line with the operational and business needs of Creative and Print Services and/or Marketing and Advancement.

Points To Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

Organisational Responsibility

Reports to the Head of Creative and Print Services

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage	
Experience	Substantial experience of preparing and managing all elements of business budgeting and producing financial reports.	1,3	
	Proven understanding of costing and pricing and procurement processes within higher education.	1,2,3	
	Demonstrable experience of recognising the need for, and management of, strategic change and planning.	1,3	
	Evidence of the ability to initiate and develop systems and processes that support the achievement of business goals.	1,3	
	Proven experience of successfully managing change projects and significant new activities.	1,3	
	Relevant experience of direct line and performance management, and participating in multiple cross functional teams.	1,3	
	Experience of policy and procedure development and implementation.	1,3	
	Previous experience of working in the Higher Education sector	1,3	
	Skills and abilities	A high level of Microsoft Office skills including knowledge of advanced excel skills (e.g. pivot tables and look ups)	1,2,3
		Highly organised with excellent attention to detail.	1,2,3
Financial management skills and the ability to produce reports relating to all aspects of the department finances and resources.		1,3	
Proven ability to rigorously apply financial regulations and systems.		1,3	
The ability to communicate and negotiate at all levels, both inside and outside the organisation.		1,3	
Strong decision-making, clear thinking and the ability to prioritise competing demands.		1,3	
An understanding of management information systems and the ability to effectively use this information.		1,3	
Positive, pro-active and creative approach to problem solving.		1,3	
Sound judgment and the ability to interpret rules and procedures effectively.		1,3	
An ability to manage a team with confidence.		1,3	
An understanding of the importance of leadership, team dynamics, identifying potential for conflict and playing an active part in ensuring this is managed effectively.	1,3		
Training	Be committed to, and actively participate in, a programme of continuing personal professional development.	1,3	
Qualifications	Educated to Degree level or equivalent.	1	

Other	All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.	3
	Willingness to work flexibly and out of hours as required.	3

Desirable Criteria

Area	Criteria	Stage
Experience	Knowledge of University systems Agresso, iTrent	1,3
	Knowledge of using Tharstern MIS system.	1,3
	Experience of Uniware Tills.	1,3
	Understanding of framework agreements and purchasing consortiums.	1,3
Skills and abilities	Membership of external organisations whose association will benefit the business.	1,3
Qualifications	A relevant further qualification e.g. Working towards AAT or equivalent.	1

Conditions of Service

The position is full time and open-ended. Salary will be on management & Specialist Grade 6, £29,301 - £38,183 per annum, at a starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Academic and Related staff/Operational and Administrative staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>

Informal Enquiries

Informal enquiries should be made to Alison Freer, Head of Creative and Print Services by email at A.J.Freer@lboro.ac.uk or by telephone on (01509) 228601.

Applications

The closing date for receipt of applications is **12 February 2017**.

Interviews will be held on **22 February 2017**.