

Business Operations Officer

Job Ref: REQ240198

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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 and Specialist Grade 6

Job Purpose

To lead and manage a range of school business operations, including finances, action plans and workload modelling ensuring that an excellent level of service is provided to staff and students within the School, and that all aspects of responsibility are compliant with University policy and procedures

To support the Head of Operations in managing and co-ordinating a number of key functions relating to the smooth running of school business operations.

To support the institutional implementation of the Workload Allocation Model System (WAMS) as directed by the Senior Change Manager (Strategic Change Team).

It is estimated the school role and institutional role will be split approximately 0.7 FTE and 0.3 FTE balanced across the year.

Job Duties:

- To manage the School's finances, and to direct resources as needed to ensure delivery of an excellent service to staff and students throughout the School. This will include providing support and advice to Academic colleagues on budgetary arrangements and ensuring that appropriate payment arrangements are made in a timely manner.
- To provide confidential administrative support to the Head of Operations Dean in the preparation of financial documentation, Reward Review documentation, business continuity planning and reporting.
- To prepare school action plans including setting meetings, monitoring progress against plan and delivering actions where appropriate. This will include working on the following school plans: Carbon Action Plan, Race Equality Charter Action Plan, Athena Swan Action Plan, Staff Experience Survey Action Plan and School Risk Register.
- To analyse, interrogate and prepare data to aid in operational decision-making and to respond to data requests on behalf of the school in a timely manner.
- To work closely with the Director of Academic Staffing, Head of Operations and Group Leads to develop, formulate and maintain a robust and fair school academic workload allocation model system (WAMS).
- To support the institutional implementation of the Workload Allocation Model System (WAMS) as directed by the Senior Change Manager (Organisational Development Team). This will include supporting all 9 schools in:
 - Providing training on using WAMS
 - Acting as system admin for WAMS
 - Importing of Data to WAMS from University systems on a quarterly basis.
 - Responding to non-standard queries on WAMS implementation
 - Supporting the collection and formatting of data from WAMS for the Universities TRAC return.
 - Liaising with the commercial supplier
 - Undertaking university level reporting on WAMS data

- To support the Head of Operations in administering the allocation and monitoring of internal budgets to facilitate the smooth running of the School; monitor expenditure and provide administrative support for the collation of relevant financial data.
- To develop and maintain a detailed understanding of University finance regulations; to act as a Frequent Requisitioner for the School, providing cover when required to: place orders on Agresso and via purchasing card, and to act as an approver for the transactions of other staff within designated limits.
- To review and adapt existing internal processes/procedures to ensure efficiency and that any mandatory requirements are met.
- To manage and oversee all aspects of procurement administration, the processing and where necessary approval of travel and expenses claims, invoice requests, storage of financial records etc. and to ensure that all aspects of these activities are compliant with financial regulations and University policy.
- To provide support to the School Administration Managers in relation to programme administration processes including School prizes and setting up and monitoring annual leave allocations on a yearly basis.
- Lead the School compliance responsibilities for data protection, privacy issues, freedom of information, legal/ethical including raising awareness, promoting good practice, and challenging poor practice within the School.
- To be an Equity Diversity and Inclusion champion for Professional Services in the School, implementing, offering guidance, support and managing key initiatives.
- To support the gathering and analysis of data required for action plans (e.g. Athena-SWAN) and similar submissions.
- To support key operational committees and groups in the school including scheduling meetings, supporting the chair in setting agendas and monitoring progress against actions. These meetings include: Laboratory Advisory Group, HS&E Committee and School Technician's Commitment Group.
- To undertake any other duties that may be reasonably requested.

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:

- Head of Operations (school-based duties)
- Senior Change Manager (institutional WAMS)

Direct Reports:

- School Finance Administrator

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	Experience of providing reports and advice to assist management decision-making	1, 3
	Experience of applying financial regulations	1, 3
	Experience of co-ordinating financial, administration processes in conjunction with senior managers	1, 3
	Experience of, data interrogation, analysis and presentation (for example in workload model planning)	1, 3
	High level of Excel experience – including formulas, pivot tables, vlookup etc.	1, 3
Skills and abilities	Excellent IT skills, including Excel, Word and data analysis	1, 2, 3
	Excellent organisational skills with exceptional attention to detail.	1, 3
	A flexible approach to work and an ability to cope with change.	1, 3
	Able to prioritise own workload, organise others and use initiative to solve problems	1, 2, 3
	Excellent communication and interpersonal skills with a broad range of clients and contacts.	1, 3
	Ability to work under pressure, with numerous conflicting priorities, to tight deadlines and to take responsibility for meeting agreed targets.	1, 3
	Ability to work efficiently and accurately at all times.	1, 3
	Ability to maintain high levels of discretion and confidentiality.	1, 3
	Innovative thinking to adapt working procedures to new/different situations.	1, 3
	Proven ability to rigorously apply financial regulations and systems	1, 3
Training	Willingness to undertake training identified as appropriate, and to adopt new procedures as and when required.	1, 3
Qualifications	University degree or substantial relevant experience gained in a HE role.	1
Other	Commitment to observing the University's Equal Opportunities Policy at all times.	1, 3
	Willingness to occasionally work outside of normal hours (e.g. visit days).	1, 3

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of dealing with people in a variety of complex/difficult situations.	1, 3
	Experience of using University systems e.g. WAMS (Workload modelling), Agresso, LUSI, Co-tutor, iTrent.	1, 3
	Experience of line management.	1, 3
Qualifications	A recognised management qualification.	1

Conditions of Service

The position is FULL TIME and OPEN ENDED. Salary will be on Management & Specialist Grade 6 (£33,966 - £44,263 per annum) subject to an annual pay award, 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, 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/>