Loughborough University

Communications & Business Partnering Support Specialist
REQ240666

Job Description

Job Grade: Management and Specialist 6

Job Purpose

To plan, manage and continually develop the Business Partnering function, providing a range of professional services to IT Services and the wider University. Specialist knowledge is required in Communications and Business Relationship Management, focusing on engagement with both staff and students.

Job Duties

- Working with Central Marketing be responsible for targeted and general information to IT users via a variety of electronic routes, including announcements and bulletins via mailing lists, staff and student bulletin boards, and mass emails.
- To develop and manage the department's Web presence, to include: originating material; reviewing and updating material provided by colleagues; contributing to the information structure and visual design; contributing to technical innovation and creation of web-based forms and surveys.
- To work with colleagues in other professional services and schools to advise on best practice and capture requirements for future IT Services.
- To assist in the development and delivery of training courses within the training function of IT Services, which provides end user training on new and existing services via group or one to one sessions.
- Lead in face to face customer contact situations (students), such as fresher's fair, hardware support clinics, student focus groups, open days in order to publicise and promote IT Services, assess customer satisfaction levels, and obtain feedback which may be used to improve the services.
- Analyse and interpret data collected via surveys, focus groups and other means and produce reports. Present reports at the appropriate University meeting, representing IT Services.
- To put in place effective mechanisms for gathering feedback on all provisions offered by IT Services, ensuring that the feedback is analysed and utilised to drive service improvement.
- To utilise extensive current knowledge of the wider IT and HE environments to ensure that IT facilities offered to students are in line with student lifestyles and aspirations, and this information directly shapes the University's IT strategy.
- To project manage University-wide projects to develop and update student-facing services.
- To develop and manage policies and procedures relating to Business Partnering and ensure that all affected by the policies and procedures understand them and that compliance is monitored.
- Respond at the second level to Incidents and Requests referred via the Service Desk, across the range of support required by IT users. Ensure that Incidents are resolved, and Requests fulfilled, as quickly as possible, and users kept fully informed of progress. Take responsibility for managing the Business Partnering queue and helping with escalations from junior members of the team.
- Be familiar with relevant University IT-related procedures and policies (acceptable use, data protection, freedom of information, information security, purchasing etc.) and advise colleagues and end-users accordingly.
- Undertake various other tasks on an occasional basis at the request of more senior staff in the department, and to a level commensurate with training, knowledge, grade and skills.
- To supervise and mentor junior members of the Business Partnering Team.

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 Business Partnering

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 in working with professional colleagues; developing and maintaining excellent working relationships.	1,2,3
	Developing and delivering effective end user communications and capturing feedback from customers.	1,2,3
	Managing customer focused projects ensuring that objectives are met in line with agreed timescales.	1,2,3
	A broad technical knowledge of the key functions of an IT department.	1,2,3
	Proven experience and skills in delivering high quality end user support.	1,2,3
Skills and abilities	Has good inter-personal skills with an aptitude for dealing with users and colleagues.	1,2,3
	Strong analytical skills and innovative problem-solving capability to resolve complex situations	1,2,3
	Has good written skills to write customer facing communications, social media messages, business reports, etc.	1,2,3
	Ability to manage own workload, re-assessing the priority of tasks where necessary	3
	Ability to present information professionally and in a format suitable to its intended audience	2,3
	Good coaching skills - you will be seen as a mentor within the Business Partnering Team. You must be comfortable in offering advice to both your peers and junior employees.	1,2,3
Qualifications	Must be educated to degree or equivalent.	1,2,3
Other	Ability to undertake various other tasks on an occasional basis at the request of more senior staff in the department, and to a level commensurate with training, knowledge, grade and skills.	3

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of a Business Relationship Management role within the HE/FE sector	1,2,3
	Experience of directly supporting students within a HE/FE sector	1,2,3
Qualifications	BCS Specialist Certificate in Business Relationship Management.	1
	ITIL v3 Foundation certificate.	1
Other	Familiarity with relevant University IT-related procedures and policies (acceptable use, data protection, purchasing etc.) and advises colleagues and end-user accordingly.	1,2,3

Conditions of Service

The position is FULL TIME and OPEN-ENDED. Salary will be on Management and Specialist 6, £33,966-£44,263 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/