**ROLE PROFILE**

**Job Title:** Senior Business Operations Manager  
**School/Department:** Faculty of Engineering  
**Job family & level:** Administrative, Professional and Managerial, Level 5  
**Contract Status:** Secondment (start date 1 May 2019)  
**Hours of Work:** Full time (part-time will be considered)  
**Location:** Faculty Business Office, Faculty of Engineering  
**Reporting to:** Faculty Operations Director/Head of Education & Student Experience

**Purpose of the New Role:**

The Senior Business Operations Manager will form part of the Faculty Business Operations team, and report directly to the Faculty Operations Director/Head of Education & Student Experience. The purpose of the role is to provide leadership and management of the team supporting financial planning and financial management of operational project budgets and research projects across the Faculty. Working in partnership with other key stakeholders; ensuring delivery of a high quality administration supporting delivery of excellence across the Faculty.

**Main Responsibilities**

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1. **Finance**  
- Support operational and strategic financial planning, financial forecasting and financial controls, working closely with the Senior Management Team and the Finance team.  
- Lead and manage the deployment of financial resource plans in line with the University and Faculty strategy, proactively planning resource requirements for both the short and long term.  
- Manage the development of the Engineering risk register ensuring that all major risks facing the Faculty are quantified and appropriate mitigations developed.  
- Support the training and development of staff within the team in relation to financial systems and procedures to minimise errors and identify ongoing efficiency gains.  
- Oversee and approve staff expenses for all categories of staff using the electronic expense system (Concur).

2. **Business improvement and continuous development**  
- Research, review and monitor a broad range of faculty-wide administrative systems that support Financial activities. Provide advice to relevant committees to ensure that processes/procedures are improved, maintained and kept up to date. This involves collaborating with Central Services including R&I and Finance. Duties include:  
  - Contribute to strategic developments within the remit including financial management systems;  
  - Monitor changes in external/internal policy;
- Interact with senior staff to revise and develop procedures and policy and contribute to successful implementation;
- Represent the Faculty on key University level groups in order to continually develop and improve processes;
- Provide and disseminate information to staff at relevant meetings, providing specialist knowledge/information, dealing with questions, feedback and objections as required;
- Monitor the resourcing required for effective delivery of service, making recommendations for improvements;
- Liaise with staff with whom the role holder has no line management responsibility to ensure policies/procedures are implemented/adhered to.

3. **Financial monitoring**

Management and monitoring of project finances, duties include:

- Assist the Finance Manager and Project Managers in the management of SDF projects, providing guidance and details of expenditure;
- Liaise with Finance in order to set up project codes where appropriate;
- Set up systems for monitoring of projects on a regular basis, highlighting any problems to the Senior Management Team;
- Management of PGR scholarship budget, ensuring funding is utilised effectively;
- Provide statistics/reports as and when required on finances;
- Proactive production and where relevant analysis of management reports on project progress, issues and risks, including gathering of relevant material from individuals contributing to initiatives;
- Compile, update and manage the distribution of project reports to agreed audiences, providing analysis and recommendations for development and improvement.
- Respond to requests for documentation, taking into account appropriate access rights and issues of confidentiality.

4. Work collaboratively with the Performance & Business Systems Manager and Professional Services departments to develop, deliver and monitor progress against approved operational plans and agreed Faculty and University performance indicators.

Coordination of relevant Faculty projects ensuring a consistent programme of activity, effectively managing risk, issues and benefits to deliver projects on time and in budget.

Assist with and lead a variety of projects on behalf of colleagues with project deliverables, ensuring project plans and business cases are adhered to. Facilitate the deployment of appropriate resources to fulfil project requirements; this will include drawing in subject matter experts for particular projects where necessary.

Attendance at relevant Faculty wide committees including attendance at the Faculty Research Operations Group (FROG), in order to provide financial management of the Faculty’s £1.9M PGR scholarship budget.

5. Work collaboratively with the Head of Infrastructure and Technical Services to ensure appropriate recording, oversight and subsequent charging of technical time to research grants.

Oversight and monitoring the amount of technical time costs recovered from individual research groups, compared to usage, on a monthly basis. Provide analysis and recommendations for development and improvement.

6. Lead and manage the team of administrative staff with responsibility for Finance. Ensure staff expertise is utilised effectively in meeting objectives to support Faculty Strategy. Monitor performance and take appropriate action to ensure that service standards are delivered. Coordinate performance review for team members.

7. Undertake Faculty and/or cross-faculty special projects and any other duties appropriate to the role and level.
# Knowledge, Skills, Qualifications & Experience

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<th>Qualifications/ Education</th>
<th>Essential</th>
<th>Desirable</th>
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<td><strong>Honours degree in a business management or related field; and significant experience in a similar/related field.</strong>&lt;br&gt;Detailed knowledge of best practice in financial and people resource management.</td>
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<td>A recognised, relevant postgraduate qualification or equivalent.</td>
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<tr>
<th>Experience</th>
<th>Proven experience of:</th>
<th>Widespread awareness and understanding of University strategy, activities and objectives&lt;br&gt;Experience in managing and controlling budgets</th>
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<td>• Extensive management experience working with diverse teams.&lt;br&gt;• People management of an administrative team&lt;br&gt;• Managing and establishing new administrative systems and procedures&lt;br&gt;• Business systems and processes, applications and development&lt;br&gt;• Financial monitoring and reporting&lt;br&gt;• Supporting large/complex projects&lt;br&gt;• Developing and implementing service excellence&lt;br&gt;• Creating a continuous improvement culture.&lt;br&gt;• Excellent verbal and written communications skills.&lt;br&gt;• A clear understanding of financial management procedures and longer-term business planning.</td>
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<th>Skills and Competencies</th>
<th>Excellent proven skills and competencies in:</th>
<th>Knowledge of the working processes and systems of the University of Nottingham&lt;br&gt;PRINCE II and MSP accreditations</th>
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<td>• Operational planning&lt;br&gt;• Team leadership and management&lt;br&gt;• Considered approach to problem solving&lt;br&gt;• Self-motivation and ability to motivate and lead others&lt;br&gt;• Excellent verbal, written and presentation skills&lt;br&gt;• Time management and prioritisation skills&lt;br&gt;• Discretion to handle sensitive and confidential issues and manage conflict effectively&lt;br&gt;• Excellent IT skills</td>
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