Role profile

<table>
<thead>
<tr>
<th>Job title</th>
<th>Head of Business Continuity and Change</th>
<th>Job family and level</th>
<th>Administrative, Professional and Managerial (APM) Level 6</th>
</tr>
</thead>
<tbody>
<tr>
<td>School/Department</td>
<td>Faculty of Engineering</td>
<td>Location</td>
<td>University Park</td>
</tr>
</tbody>
</table>

**Purpose of role**

The Faculty of Engineering comprises of ~840 staff who work across 24 buildings within six academic departments, 21 research groups, several institutes and centres and the faculty-wide professional services team. This new role will be responsible for designing and managing relevant policies, processes, systems, and frameworks required to support an improved approach to governance, planning, communication, and business operations across the faculty. Our revised approach seeks to improve faculty-wide strategic planning and operational coordination, manage increasing operational complexity and regulation, and improve assurance, ownership, and alignment with faculty and university strategy.

The role will guide enhanced planning and performance management across the faculty through more effective governance, communication, and process infrastructure to support people in their roles. This approach will influence faculty culture to increase ownership and responsibility and ultimately drive improvements in performance and compliance. The role reports directly to the Faculty Operations Director and works closely with members of the Faculty Executive Board.

**Main responsibilities**

(Primary accountabilities and responsibilities expected to fulfil the role)

<table>
<thead>
<tr>
<th>% time per year</th>
</tr>
</thead>
</table>

1 Leadership and management

The role holder will be accountable for leading, managing and continuously improving faculty-wide processes and services provided by the following teams, ensuring high levels of service and alignment with business needs:

- Governance, communication, and leadership support team, responsible for:
  - Planning and convening faculty level boards and committees including the Faculty Executive Board, Faculty ESE Board, Faculty RKE Board and Faculty People Board
  - Developing and implementing the faculty communications framework, including the planning and management of faculty forums, leadership briefings, faculty policy framework and faculty SharePoint infrastructure
  - Executive support for faculty leadership

- 40%
- Internal event logistics

- Data team, responsible for the faculty data and analysis requirements, including:
  - Faculty level data to support the annual business planning and admissions processes (including student number planning, tuition fees, and admissions analysis)
  - Faculty KPIs and performance against university KPIs
  - Student data (including analysis of NSS, Access and Participation Plans, league tables, programme and module review)
  - Research performance data
  - People data (including EDI and performance data)
  - External benchmarking

- Operations team, responsible for:
  - Faculty-wide HR processes (including recruitment, induction, workload planning, annual and parental leave, leavers processes, and wellbeing provision)
  - GDPR coordination and cyber security
  - Manage the deployment of resource across the team and to be responsible for the continual development of services delivered by the team. This will involve working with people within and outside the faculty to progress process improvements.
  - Promote and support the training and development of staff within the team and across the faculty in relation to processes owned by the team.
  - Work collaboratively with other heads of professional service teams within and outside of the faculty to continually improve service provision and mutually support shared objectives.
  - To promote a collaborative and joined up approach to process and service provision across the faculty’s departments, groups, and teams – developing a consistent approach to process information provision and documentation that provides clarity to users and improves operational resilience.
  - To demonstrate and promote senior leadership (Band D) behaviours as outlined in the university’s building a culture for success guide.
  - Member of Faculty Executive Board which is responsible for developing, approving, and realising faculty strategy (including compliance, risk management and assurance). The role holder will bring knowledge of their functional areas to the board, contributing to strategic decision making, and ensuring alignment of activities across their areas of responsibility to support delivery of the faculty’s strategic delivery plans.
  - Member of Faculty Operations Group which is responsible for the faculty professional service team strategy delivery plan and business plan, monitoring and managing faculty budgets, and aligning faculty activities in relation to university-wide projects.
<table>
<thead>
<tr>
<th></th>
<th><strong>Internal planning, risk management and governance</strong></th>
<th>40%</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The role holder will be responsible for developing and managing faculty processes that enable the prioritisation of the faculty’s strategic objectives, improving planning, coordination, communication, compliance, and assurance in line with relevant university frameworks. They will be responsible for the development of a risk intelligent culture and work to professionalise the faculty’s approach to business continuity and risk management.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>▪ Develop, recommend, and implement a revised approach to internal strategic and operational business planning processes, facilitating input from people, departments, groups, and teams across the faculty and alignment with university requirements.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>▪ Manage the development and regular review of the faculty business continuity plans and risk registers, making sure all major risks inform business planning priorities, ensuring they are quantified, prioritised, appropriately owned and actively monitored.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>▪ To be responsible for the development, implementation and effective operation of the faculty’s governance framework and supporting communication infrastructure, promoting a new approach that brings governance down to level of role, responsibilities, reporting lines and communications – bridging the gap between the governance framework and operational realities by developing understanding, driving shared ownership, and developing a pro-active faculty culture.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>▪ To develop and maintain a faculty responsibilities matrix (RACI), ensuring faculty roles and responsibilities are clear and a strong linkage between university requirements and faculty roles.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th><strong>Change and improvement projects</strong></th>
<th>20%</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>A proportion of time will be spent identifying, initiating, and actively managing programmes and projects that deliver improvements required to achieve the faculty’s strategic aims.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>▪ To identify, prioritise and implement improvements across the faculty via projects that review policy, processes, and systems in support of process efficiency, improved performance, compliance or to reduce risk.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>▪ To manage the associated business change activities as required across the faculty in relation to improvements, ensuring effective stakeholder involvement in projects and communication of change.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>▪ To develop a consistent and effective faculty approach to project and change management overtime, aligned with any new UoN standards.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>▪ To oversee and report to faculty leadership and the wider community on project progress.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>▪ To act as a key point of contact between university professional service teams and the faculty in relation to significant university projects and other change related activities, ensuring effective planning and engagement across the faculty to ensure successful delivery of strategic projects.</td>
<td></td>
</tr>
</tbody>
</table>
| 4 | **Other duties**  
- To deputise for the Faculty Operations Director as required in their absence.  
- Any other activities relevant to the post as directed by the Pro-Vice-Chancellor or Faculty Operations Director.  
- Manage own personal and professional development to ensure up to date skills, knowledge, and capabilities.  
- To actively support the health, safety and wellbeing of self and others. |
## Person specification

<table>
<thead>
<tr>
<th></th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
</table>
| **Skills**  | ▪ Proven leadership and team management skills within a large, complex organisation.  
▪ Proven planning and organisational skills for self and others.  
▪ Ability to demonstrate strategic vision and long-term planning.  
▪ Excellent interpersonal skills and ability to negotiate, influence and communicate effectively at all levels.  
▪ Advanced analytical and problem-solving capability.  
▪ Excellent business case and report writing skills.  
▪ Demonstrable highly proficient IT skills.  
▪ Self-directing and able to work with autonomy, enthusiasm, and proactivity.  
▪ High levels of resilience and tenacity.  
▪ Ability to define priorities and work flexibly and effectively under pressure to meet demanding and sometimes conflicting deadlines.  
▪ Demonstrates band D senior leader behaviours outlined in the [building a culture for success guide](#). | |
| **Knowledge and experience** | ▪ Substantial management experience in a large and complex organisation  
▪ Successful track record of managing projects of scale involving policy, process, systems, and people.  
▪ Knowledge and understanding of project management, theory, and best practice  
▪ Experience of change management and development of a continuous improvement culture in a large and complex organisation.  
▪ Experience of successfully influencing people outside of immediate line management chain. | ▪ Knowledge of University decision making with a detailed knowledge of university structures and procedures.  
▪ Experience of implementing, maintaining, or managing aspects of organisational governance. |
- Well-developed knowledge and understanding of systems/services and their dependencies across organisational functions.
- A track record of credible engagement and influence with senior academics (or similar) and senior managers.
- Knowledge of the higher education sector
- Experience of creating and reviewing business continuity plans.
- Experience of risk management processes.
- Experience of managing budgets and other operational financial processes.

| Qualifications, certification and training (relevant to role) | Educated to degree level or equivalent. | A recognised relevant postgraduate qualification or equivalent.
|-------------------------------------------------------------|---------------------------------------|---------------------------------------------------------|
|                                                             |                                       | - Project management qualification.
|                                                             |                                       | - Lean methodology experience and qualification. |

The University of Nottingham is focused on embedding equality, diversity and inclusion in all that we do. As part of this, we welcome a diverse population to join our workforce and therefore encourage applicants from all communities, particularly those with protected characteristics under the Equality Act 2010.
Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

**Valuing people**  
Understands that it is essential to provide a structure that people can thrive in. Knows how to communicate with people to create a healthy working environment and get the best out of people.

**Taking ownership**  
Communicates vision clearly, providing direction and focus. Knows how to create a productive environment where people are inspired and can work cross-departmentally in partnership.

**Forward thinking**  
Has the ambition to be a pioneer in own area, anticipating the future change, needs and challenges. Knows how to innovate within their work context and champions others to be inspired to be part of this ambition.

**Professional pride**  
Keeps up to date on latest thinking, trends and work practices. Supports team to be thought leaders; willing to challenge if obstacles get in the way.

**Always inclusive**  
Establishes far reaching partnerships, well beyond own area across a broad range of networks. Understand role to pay due regard to the needs of the whole community.

Key relationships with others

```
Line manager

Role holder

Key stakeholder relationships
```

- Faculty Operations Director
- Head of Business Continuity and Change
- Colleagues
- UoN Governance and Assurance Team
- Faculty Executive Board members
- Faculty Executive Board members
- Faculty Executive Board members
- Faculty Executive Board members