



<b>Job title</b>	Deputy Business Systems & Analytics Manager (CAFM)	<b>Job family and level</b>	Administrative, Professional and Managerial Level 4
<b>School/ Department</b>	Estates & Facilities	<b>Location</b>	University Park/Hybrid working model

## Purpose of role

To advise and support the Heads of Operations, Business Systems Manager, and the broader Estates & Facilities (E&F) team in administering a fully operational, managed and customer-focused Computer-Aided Facilities Management (CAFM) system.

To identify and collate potential system improvements (policies and procedures) and contribute to the continuous improvement of the CAFM system within the E&F department, helping to ensure maximum efficiencies can be delivered by the system.

To provide first-line support and training to colleagues and external users in all elements of system usage, ensuring that users of the CAFM system adopt best practices.

Maintain regular contact with the system users, ensuring that system updates and developments are publicised and shared in a timely and controlled manner.

Deputising Business Systems Manager and developing an overall understanding of Estates and relevant university systems.

	<b>Main responsibilities</b> (Primary accountabilities and responsibilities expected to fulfil the role)	<b>% time per year</b>
1	<p><b>CAFM System Management</b></p> <ul style="list-style-type: none"> <li>▪ Responsible for the day-to-day management of the CAFM system, including: <ul style="list-style-type: none"> <li>▪ Effectively managing the assets within the system, ensuring that appropriate change control is in place and adhered to.</li> <li>▪ Working with a range of colleagues and suppliers to ensure relevant maintenance plans are applied to assets in accordance with the university's chosen standard.</li> <li>▪ Ensuring that space data and plans within the system are maintained and controlled in an effective manner incorporating effective CAD and BIM/asset classification and data skills.</li> <li>▪ Ensuring that processes and systems are in place to ensure works are effectively logged on the application, including work description, labour, materials and other costs, are accurately recorded and that all documentary evidence is maintained.</li> <li>▪ Managing access of staff, contractors and service users to the system and that this is kept up to date.</li> </ul> </li> <li>▪ Consult with other areas in E&amp;F to develop new and improved processes and contribute to system development requests and assist in implementing</li> </ul>	50%

	<p>upgrades of the CAFM system across the institution, focusing on continuous improvement and industry best practices.</p> <ul style="list-style-type: none"> <li>▪ Provide first-line support and training to colleagues and external users in all elements of system usage, ensuring that users of the CAFM system adopt best practices.</li> <li>▪ Support system training documentation and delivery to system users.</li> <li>▪ Develop systems and processes to ensure the reporting of repairs and maintenance is effective and meets customers' needs, such as assisting in the development of self-service and customer feedback mechanisms.</li> <li>▪ Provide technical advice to ensure the Helpdesk function is effective and efficient.</li> <li>▪ Develop standard reporting suites and dashboards for users and ad-hoc reporting where required, using external reporting tools such as Power BI.</li> <li>▪ Develop close links with internal and external users of the system and respond to enquiries in a timely and professional manner.</li> <li>▪ Analyse and interpret data using a range of techniques; identifying trends, testing solutions and sourcing additional related information where appropriate and report on progress through briefings and/or formal reports to the Head of Facilities Services and Operations Director</li> <li>▪ Attend user groups as and when required, canvassing the views of management and service users to professionally represent the interests of the university . Actively contribute to user group discussions to ensure, wherever possible, that the interests of the university are met.</li> <li>▪ To participate and assist in system review meetings ensuring that the views and interests of service users are considered in the future development of the system. Keep CAFM-related SharePoint and website updated.</li> <li>▪ Monitor system performance and liaise with Management and supplier where problems are encountered.</li> <li>▪ To assist in the management and administration of any interfaces to and/or from other university systems ensuring that these occur in a timely and controlled manner.</li> </ul>	
2	<p><b>Deputising Business Systems Manager</b></p> <ul style="list-style-type: none"> <li>▪ Develop overall super user understanding of business systems to provide support, training, and improved system utilisation.</li> <li>▪ Lead on providing training for all system users and design guidance and system documentation for all categories of users, ensuring all written documentation is clear, concise and accessible, and improving system resilience and continuity.</li> <li>▪ Problem-solving, decision-making, understanding the needs of system users, using initiative and judgement in more complex situations.</li> <li>▪ Support and develop system review and compliance with university and GDPR guidelines.</li> <li>▪ Support and deputise in the absence of the Business Systems Manager, including team management.</li> </ul>	30%
3	<p><b>Contractor management</b></p> <ul style="list-style-type: none"> <li>▪ Support procurement of maintenance contracts, ensuring that they are uploaded into the system correctly and workflows updated as per the system's requirements.</li> </ul>	10%

	<ul style="list-style-type: none"> <li>▪ Ensure contractors undertaking work at the university are sufficiently trained on using the CAFM system and are effectively using it.</li> <li>▪ Assist contractors in developing reports, Management Information (MI) and any system-related technical issues.</li> <li>▪ Monitor the contractors' use of the system and report any matters of concern to the Customer Services Performance Manager.</li> </ul>	
4	<p><b>General administration</b></p> <ul style="list-style-type: none"> <li>▪ To provide cover for other colleagues at busy times and in cases of absence by undertaking such duties and responsibilities which are commensurate with the grade and nature of the post.</li> <li>▪ Develop an understanding of Estates Helpdesk operations and provide support when required.</li> <li>▪ To support colleagues in the use of information systems in which the post holder has expertise</li> <li>▪ To ensure compliance with relevant university policies and procedures</li> <li>▪ To undertake reviews of current processes and propose and implement improvements within the area of responsibility</li> <li>▪ To undertake any training and development deemed appropriate for the position.</li> </ul>	10%

## Person specification

	<b>Essential</b>	<b>Desirable</b>
<b>Skills</b>	<ul style="list-style-type: none"> <li>▪ Ability to identify areas for continuous improvement and influence and persuade key stakeholders of these benefits.</li> <li>▪ Approachable with the ability to build working relationships within the department, university and external suppliers.</li> <li>▪ Excellent interpersonal, organisational, oral and written communication skills to work effectively with people of differing technical understanding.</li> <li>▪ Proven IT skills, including Office 365: Microsoft Word, Excel, PowerPoint, Outlook, SharePoint, and Teams.</li> <li>▪ Accuracy, reliability, and willingness to learn new skills and ways of working as required by changing university requirements, procedures and legislation.</li> <li>▪ Ability to extract, collate and present data from a range of sources.</li> <li>▪ Ability to plan own work activities, problem-solving, and work under pressure in response to differing needs of the department and deadlines.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Web editing (use of Contensis Management System).</li> </ul>
<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>▪ Experience in administration, and support of IT applications and systems, ideally within Facilities Management.</li> <li>▪ Broad system administrative experience working as part of a team in a busy environment.</li> <li>▪ Experience in handling confidential and sensitive information.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience of working in Estates Helpdesk/Asset Management team, with a developed understanding of assets types, maintenance plans, working with internal teams and external contractors.</li> <li>▪ Experience in using various business systems such as related to but not limited to, Finance and HR.</li> <li>▪ Involvement in new end-to-end system implementation.</li> <li>▪ Experience in creating system diagrams and training material.</li> <li>▪ Experience of working in a Higher Education setting.</li> <li>▪ Experience in managing staff</li> <li>▪ Experience using advanced Office 365, such as</li> </ul>

		<p>complicated formulas, Access/SQL/relational databases, Power BI, and Power Automate.</p> <ul style="list-style-type: none"> <li>▪ Experience in CAD.</li> <li>▪ Experience in BIM.</li> </ul>
<p><b>Qualifications, certification and training (relevant to role)</b></p>	<ul style="list-style-type: none"> <li>▪ Degree-qualified/relevant formal training, plus some hands-on experience in a similar or related role OR proven track record of extensive relevant work experience.</li> </ul>	



The university strongly endorses Athena SWAN principles, with commitment from all levels of the organisation in furthering women's careers. It is our mission to ensure equal opportunity, best working practices and fair policies for all.

## 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** Is friendly, engaging and receptive, putting others at ease. Actively listens to others and goes out of way to ensure people feel valued, developed and supported.
- Taking ownership** Is clear on what needs to be done encouraging others to take ownership. Takes action when required, being mindful of important aspects such as H&S, EDI and other considerations.
- Forward thinking** Drives the development, sharing and implementation of new ideas and improvements to support strategic objectives. Engages others in the improvement process.
- Professional pride** Is professional in approach and style, setting an example to others; strives to demonstrate excellence through development of self, others and effective working practices.
- Always inclusive** Builds effective working relationships, recognising and including the contribution of others; promotes inclusion and inclusive practices within own work area.

## Key relationships with others

