



Job title	Business Operations and Development Manager	Job family and level	Administrative, Professional and Managerial Level 4
School/ Department	Academic Registrar's Department – Business Operations	Location	Hybrid

Purpose of role

The Business Operations and Development Manager plays a key leadership role within the Academic Registrar's Department (ARD), providing strategic and operational support across one of the department's core service areas. Reporting to the Senior Manager (Head of Business Operations), you will act as both a departmental lead (Careers and Employability, Registry and Academic Affairs, or Student and Campus Life) and a functional lead (People, Finance, Infrastructure, or Business Planning & Resources), ensuring the delivery of high-quality, consistent, and responsive business operations.

You will:

- Lead a team of Senior Administrators and Administrators, coordinating their contributions across multiple departments in a flexible, collaborative, and responsive way to meet cross-organisational priorities.
- Lead time-limited projects using structured methodologies to deliver improvements across systems, processes, and services.
- Contribute to the department's operational planning, procedure development, and continuous improvement initiatives that enhance the student and staff experience.

A key part of the role will involve using data and insight to inform decision-making and engaging with internal and external stakeholders, including professional bodies and sector partners.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	<p>Service delivery and continuous improvement</p> <ul style="list-style-type: none"> ▪ Lead the delivery of operational services across your department and functional area. ▪ Act as a key contact for escalations and ensure service quality. ▪ Lead and manage time-bound projects to deliver operational improvements. ▪ Use data and insight to evaluate service performance, identify trends, and inform decisions. ▪ Build and maintain effective relationships with internal stakeholders, external partners, and professional bodies. 	50%

	<ul style="list-style-type: none"> ▪ Represent ARD in cross-institutional working groups and sector networks. ▪ Ensure compliance with University and higher education sector regulations. 	
2	<p>People management</p> <ul style="list-style-type: none"> ▪ Provide task-based direction to administrative colleagues with the team when they are supporting thematic and/or departmental responsibilities. ▪ Provide coaching, development, and performance management to administrative colleagues within the team ▪ Promote a culture of flexibility, responsiveness, and continuous improvement. 	20%
3	<p>Planning and organising</p> <ul style="list-style-type: none"> ▪ Lead operational planning and resource allocation. ▪ Develop and maintain dashboards, reports, and planning tools to support evidence-based decision-making. ▪ Monitor delivery against key milestones and performance indicators. ▪ Contribute to team planning and reporting. 	20%
4	<p>Governance and compliance</p> <ul style="list-style-type: none"> ▪ Support governance processes, including committee and meeting servicing, assurance frameworks, and risk registers. ▪ Ensure alignment with University policies and legal requirements. 	5%
5	<p>Other</p> <ul style="list-style-type: none"> ▪ Contribute to major University and ARD events (e.g. registration, graduation). ▪ Undertake other duties as required. 	5%

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Strong leadership and people management skills. ▪ Excellent communication and stakeholder engagement. ▪ Analytical and problem-solving abilities. ▪ Ability to manage competing priorities and deliver under pressure. ▪ Proficiency in Microsoft Office 365 and relevant systems. ▪ Project management skills. 	
Knowledge and experience	<ul style="list-style-type: none"> ▪ Experience managing operations and/or projects in a complex organisation. ▪ Experience leading teams and delivering service improvements. ▪ Understanding of compliance and regulatory frameworks. 	<ul style="list-style-type: none"> ▪ Knowledge of the UK higher education sector.
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> ▪ Degree or equivalent experience. 	



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 always equitable and fair and works with integrity. Proactively looks for ways to develop the team and is comfortable providing clarity by explaining the rationale behind decisions.
- Taking ownership** Is highly self-aware, looking for ways to improve, both taking on board and offering constructive feedback. Inspires others to take accountability for their own areas.
- Forward thinking** Driven to question the status quo and explore new ideas, supporting the team to "lead the way" in terms of know-how and learning.
- Professional pride** Sets the bar high with quality systems and control measures in place. Demands high standards of others identifying and addressing any gaps to enhance the overall performance.
- Always inclusive** Ensures accessibility to the wider community, actively encouraging inclusion and seeking to involve others. Ensures others always consider the wider context when sharing information making full use of networks and connections.

Key relationships with others

