Job title	Business Systems Senior Administrator	Job family and level	Administrative, Professional & Managerial Level 3
School/ Department	Business Support Team/ Estates & Facilities	Location	University Park

Purpose of role

The purpose of this multifaceted role is to provide exemplary, efficient, and responsive business systems administrative support to Estates & Facilities teams, as well as supporting other administrative functions such as financial administration and supplier coordination, communication, and HR administration across Estates & Facilities.

Role Holder will work with minimal day-to-day supervision to provide a range of support services to an agreed quality standard or specification. They will be required to develop a thorough understanding of relevant systems/processes to support specific systems administrators in introducing new features and functionality. The Role Holder will organise their day-to-day work to meet clear objectives and, in some cases, may be responsible for allocating and scheduling appointments for others. They will be responsible for a clearly defined section or sub-section of work and will be expected to deal with routine queries/issues/requests, referring conflicts or more complex situations to their Line Manager.

Independence, initiative, and a willingness to learn new systems and technology will be required to respond to changing priorities and work circumstances, with scope to make decisions within defined parameters.

Further responsibilities include working collaboratively with other support teams, dealing with customer enquiries specific to the role holder's area of remit and general enquiries, and supporting Senior Management.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	**% time per year**
1	**Estates Business Systems Administration** • Estates Business Systems take ownership of all systems that support Estates Operations; this includes but is not limited to developing a detailed understanding of system configuration, processes, and data; implementing new functionalities, data analysis, reporting and training requirements or supporting procurement and implementation of new systems in line with the University of Nottingham Global Strategy and relevant Departmental Delivery Strategic Plans. The department is also responsible for procuring hardware and managing supplier contracts, service definitions, risk analysis and business continuity planning. • Some examples of Estates Business Systems are CAFM (Computer Aided Facilities Management), Access Management, Various Alarm Monitoring	80%

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
	Systems, and Resource and Finance Management Systems. The responsibilities of this role, as related to Estates Business Systems, are as below; **Analysis, Reporting & Documentation** • Research, collate, organise, prepare, and edit material for inclusion in reports/ documents. • Provide reports/documents to support the roadmaps for system upgrades, new implementations, and integrations. • Identify gaps or shortfalls in information and search for sources of information to fill these. Monitor trends and anomalies in source data, and report findings accurately and appropriately. • Develop and maintain relevant databases, spreadsheets and filing systems to ensure accurate, up-to-date information is accessible to those who require it and propose system changes to improve data quality. • Perform confidential data management in line with the University guidelines, exercising due care and attention to the transfer and/or storage of such information. **Procurement & Contract Management** • Procure and support configuration of office equipment (such as computers and mobile phones), user licenses, and issue and maintain a log. Support the development of Estates equipment policy focusing on cost-effective, sustainable solutions. **Customer/Service Support** • Provide advice to peers and customers to respond and independently resolve a range of standard and unforeseen issues within predetermined operational limits. • Act as an effective deputy in the absence of manager(s), with discretion to make decisions with a short-term impact to provide immediate support/problem resolution. • Advise and/or train service users on specific aspects within own section of work, such as design/preparation/use of existing systems, services or processes. • Diagnose and rectify faults/problems with systems and/or procedures within own area. **Planning & Organising** • Plan and organise own/team activities to meet deadlines/customer expectations. Participate in or coordinate work unit-based projects or	

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
	development activities. • Make recommendations about the use of equipment, facilities, space and physical resources within the defined work area. • Ensure maintenance of equipment and license current and future stock requirements within defined limits/ devolved budget responsibility. **Liaison** • Communicate and build working relationships with key contacts from other schools/ departmental/work units and external bodies to support work activities. • Advice on pricing and purchasing equipment/software/materials, following liaison with suppliers; procure as per agreed guidelines. • As requested by the manager, attend meetings to support school/ departmental activities and report back on main discussion points. **Continuous Improvement** • Advice on, and propose changes in procedures, plans, priorities, and business systems to improve operational efficiency and quality of service, support development and implementation of approved changes. • Keep skills up to date and develop depth or breadth of knowledge in a particular area through learning from more senior/experienced colleagues, exposure to a range of activities, and/or formal training/professional qualification. **People Management** • Allocate and prioritise the work/tasks of others, ensuring they are completed correctly and to schedule, and provide feedback when necessary. • Provide guidance and support to colleagues through training/ coaching in own area. • Co-operate with and offer mutual support to colleagues in a team/work unit, adopting a flexible approach to delivering work objectives.	
2	**General support for administration and maintaining operations which may include**: • Support the Business Support Team with consolidating, processing, and distributing orders via the University finance system, consulting with teams and external suppliers as required. Financial housekeeping to ensure all orders are raised, invoiced, and terminated correctly. • Support the Business Support Team with administering HR processes and documentation in areas such as absence reporting, overtime, time attendance, and recruitment. Liaising with payroll, HR, and responsible	20%

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
	managers, and organising relevant information and formal meetings. • Provide the department with display screen equipment (DSE) administration and advice. • Monitor and take responsibility for small-scale resources/cash, following established procedures. • Keeping website and intranet-based information maintained and up to date. • Arrange and/or support internal and external activities, meetings, projects, or events, collating and recording relevant information/documentation as requested. • Any other duties as required appropriate to the grade and role	

Person specification

	Essential	Desirable
Skills	▪ Excellent verbal and written communication skills. ▪ Proven IT skills, including the use of Microsoft 365: Word, Excel, PowerPoint, Outlook, SharePoint, and Teams. ▪ Experience of/ willing to learn Microsoft Power Platform tools, including Power BI and Power Automate, to support reporting, workflow automation and process improvement. ▪ Ability to extract relevant information from data sources and create reports allowing evidence-based decision making. ▪ Accuracy, reliability, and willingness to learn new skills, and procedures and or legislation. ▪ Ability to plan own work activities in response to differing needs of the Department and deadlines. ▪ Approachable with the ability to build own working relationships within the department, University, and external partners or suppliers.	▪ Experience of business systems such as UniCore, AEOS, or similar systems. ▪ Experience of working through a change programme in a complex organisation. ▪ Web editing e.g., use of CMS (Content Management System).

	Essential	Desirable
Knowledge and experience	▪ Experience of working independently to resolve complex internal and external queries and to provide and maintain high level of Customer service whilst working to deadlines. ▪ Experience of handling confidential and sensitive data and information. ▪ Experience of providing accurate and complex data to senior management. ▪ Experience of working within GDPR guidelines. ▪ Broad administrative experience in a busy environment working as part of a team.	▪ Experience of organising and either taking part in or administering meetings with minutes/notes and action logs as required. ▪ Formatting documents designing materials for use across the department
Qualifications, certification and training (relevant to role)	▪ Educated to HND or higher or has relevant extensive experience in a relevant role. ▪ Excellent Numeracy and literacy.	

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 Health & Safety, Equality, Diversity & Inclusion, 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

