



This job description does not form part of the contract of employment but is provided for guidance. The precise duties and responsibilities of any job may be expected to change over time: job holders will be consulted over any proposed changes before implementation.

Job Title: College Business Manager

Reports to: Director of College Operations

Grade: NG6

PURPOSE

The postholder will manage business support operations in the College, ensuring responsive, consistent and high-quality delivery to stakeholders.

They will support the Head of College, Director of College Operations (DoCO) and Heads of School to enable delivery of the College's strategic and operational objectives.

PRINCIPAL ACCOUNTABILITIES

The post holder will:

- 1) Manage the College Support Officer and oversee college-wide business support to ensure the college/schools receive the effective support they require to deliver college strategy.
- 2) Promote a culture of continuous improvement developing innovative solutions to enhance service delivery, effectiveness, and efficiency. Provide management and oversight of operational activities, including but not limited to, events management, procurement, managing college fieldtrip/student experience initiatives and reporting on funding, committee support, college Estates projects and support for colleague recruitment as delegated by the Director of College Operations.
- 3) Be responsible for operationalising institution-wide initiatives from systems and processes to policy, ensuring the effective dissemination and communication of those initiatives to college colleagues.
- 4) Support and deputise for the Director of College Operations, leading on discrete projects on their behalf, as directed.

- 5) In collaboration with the Corporate Planning team and other Professional Services partners produce data and analysis for the College Executive team to support the monitoring of key performance indicators.
- 6) Support Heads of School in production and proactive monitoring of School Operating Plans, providing management information where required and ensuring regular follow up, reporting on closing of actions and provision of updates for the College Executive Group.
- 7) Lead on processes for implementation of the system to manage the College Workload Allocation Model. This will include maintaining and publishing College tariff documents and provision of management information for senior academic colleagues.
- 8) Lead the development and maintenance of the College Business Continuity Plan, ensuring regular updates for School and College Executive Groups.
- 9) Lead on the production of the College Induction programme for new and continuing students, working with Course Leaders and Heads of School to ensure delivery of an inclusive programme, providing students with a sense of belonging to their course and University.
- 10) Oversee Health and Safety within the College and ensure compliance with institutional policies and priorities. This will involve communication of Safety, Health and wellbeing information and working with the Schools on any audits or reviews and leading on the implementation of any post-review recommendations.
- 11) Undertake any other duties as required.

JOB CONTEXT

The Business Manager manages the College Office, a small team of colleagues providing effective administrative support to academic colleagues. The team ensures the smooth running of the College and provides local support for academic governance matters, such as quality assurance activities, student conduct and complaints, College academic committees, Professional Statutory and Regulatory Bodies liaison, annual monitoring and any College projects.

The Business Manager will work closely with senior academic colleagues providing advice and support on operational planning and business support. They will also work closely with the Finance and HR Business Partners to ensure College compliance with procurement, financial policies and HR processes.

The post holder will be part of the Academic Registrar's Department (ARD) which is responsible for the academic administration of the University. It has an establishment of over 130 professional services colleagues. The ARD mission statement sets out the department's objectives:

The Academic Registrar's Department will be recognised for excellence and professionalism in leading the University's academic administration and academic governance functions. As a team of specialist professional practitioners, through the provision of expert advice and the ownership and management of holistic and efficient administrative processes and policies we will meet our responsibilities by:

- *assuring academic standards and enhancing academic quality through the effective management of the University's academic infrastructure;*
- *supporting the strategic leadership and delivery of learning, teaching and assessment;*
- *delivering a seamless student journey through the administrative lifecycle from enrolment to graduation and beyond, wherever appropriate using technology to improve efficiency, remove barriers and provide solutions that will allow stakeholders to access our services wherever and whenever is convenient to them;*
- *ensuring the quality and integrity of all student- and course-related data, and developing effective and efficient data management and related business processes; and*
- *ensuring the effective delivery of college activities, events and processes through the provision of professional support to Heads of College and their senior teams.*

Our work will enhance the student experience through anticipating and responding to student need and putting the student's expectations at the heart of all that we do.

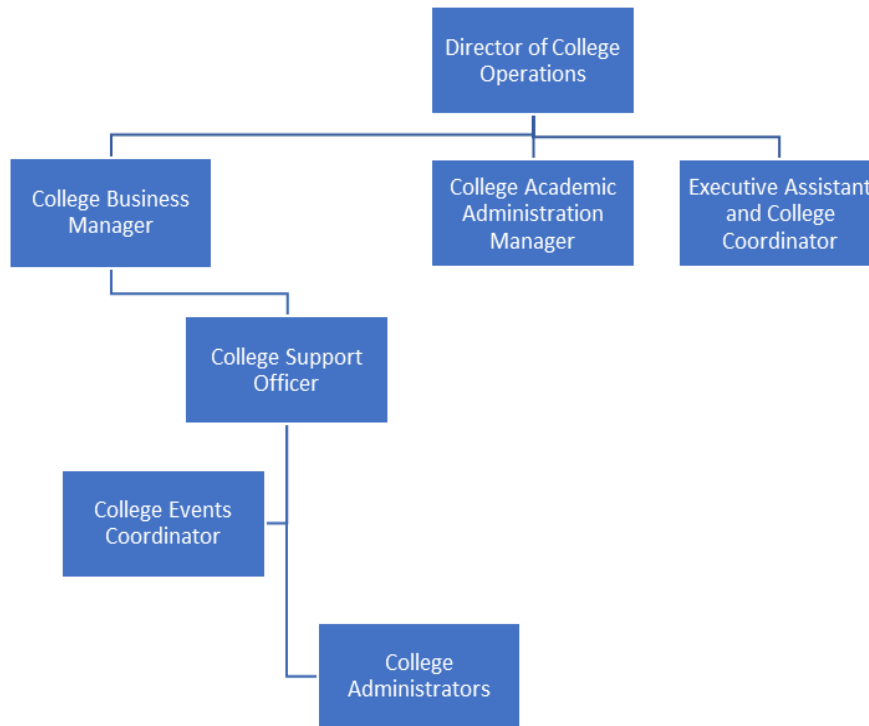
There are approximately 22,000 students in the University and 1,000 academic colleagues.

All ARD colleagues may be required to help support any ARD activity according to business need, whether or not that activity forms a core part of the role holder's job description.

The University requires all postholders to have an understanding of individual health and safety responsibilities and an awareness of the risks in the work environment, together with their potential impact on both individual work and that of others.

Organisational Structure

College Support Teams



6. DIMENSIONS

The postholder is one of two College Business Managers and will be based in either the College of Liberal Arts and Sciences or Westminster Business School.

Colleges are the primary academic management units of the University; each College comprises four academic Schools.

The postholders, who will report to the Director of College Operations, will work collaboratively to ensure consistency in delivery of service provision across the Colleges.

The postholder will have one direct report, the College Support Officer but the postholder will also have responsibility for the management of at least 5 non-direct reports.

The postholder will be a member of a number of University and College committees and working groups and will work closely with senior academic colleagues in the college.

The postholder has no budgetary responsibilities

KEY RELATIONSHIPS

Director of College Operations

Head of College

Associate Heads of College

Heads of Schools

Assistant Heads of School

Finance Business Partner

HR Business Partner

College Academic Administration Officer

Corporate Planning and Performance

Campus Estates team

Timetable Team

Safety Health and Wellbeing

Professional Statutory and Regulatory Bodies

External suppliers

PERSON SPECIFICATION

	Essential criteria	Desirable Criteria
Qualifications	<ul style="list-style-type: none"> • A relevant first degree, or equivalent practical experience that demonstrates relevant levels of knowledge and skills. 	<p>Membership of the Association of University Administrators (AUA) or other relevant professional body</p>
Training and Experience	<ul style="list-style-type: none"> • Substantial experience of academic administration in Higher Education • Proven experience of supporting and/or delivering operational plans. • Experience of operational planning to deliver effective support services. • Proven process design and project management skills. • Experience of researching and drafting documents for a range of audiences, including presentation of statistical data. • Demonstrable experience of building effective working relationships, exercising initiative, tact, and discretion in dealing with confidential matters. • Proven ability to influence and negotiate with colleagues to act towards a common purpose as a means of achieving desired outcomes. • Experience of successful team development and management, including performance management and professional development • Experience of procurement systems and processes. • Competent in the use of Microsoft Office software applications. • Experience of overseeing health and safety compliance. • 	<ul style="list-style-type: none"> • Experience of the development of business cases for projects. • Knowledge and experience of business continuity plans.
Aptitude and abilities	<ul style="list-style-type: none"> • Excellent interpersonal and communication skills, with the ability to establish rapport with colleagues. • Leadership skills and the ability to line manage and motivate colleagues. • Ability to effectively deliver conflicting priorities and large workloads by maintaining focus on agreed objectives and 	

	<p>deliverables and monitoring progress against targets and deadlines.</p> <ul style="list-style-type: none"> • Ability to work flexibly, taking account of added information and changed circumstances to deliver effective outcomes. • Ability to develop and implement coherent and effective procedures and processes. • Ability to manipulate and analyse data to resolve problems and inform decision making. • The ability to articulate complex issues clearly and concisely. 	
Personal Attributes	<ul style="list-style-type: none"> • Share and exemplify University values. • Commitment to personal and professional development for self and others • Tact, sensitivity, and diplomacy to work effectively with a range of stakeholders at all levels. • Resilience to respond to rapidly changing operating environments and comfortable with ambiguity. • Committed to embedding principles of equity, diversity, and inclusion throughout the delivery of their role, creating an environment which is supportive, fair, and based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable. 	
Other	<ul style="list-style-type: none"> • Willingness to travel to and work at all University sites. • Willingness to work outside normal working hours. 	