**Job description**

**Title of post**: Business Support Manager

**Faculty:** All Faculties

**Grade of post**: 9

**Post numbers**:

**FT or % P/T**: Full-time

**Principal location of work**:

**Immediate line manager**: Head of Finance & Planning (HoFP)

**Staff managed**: Business Support Officer (WLP & KPIs) & Business Support Officer (Costing and Contracts)

**Qualifications required for post**: Part Qualified CCAB or other relevant qualification or with substantial relevant experience.

**Experience required for the post:**

* Data analysis and/or research and intelligence work
* Excellent IT skills, with particular emphasis on data bases and spreadsheet packages e.g. Excel.
* Presentation of management information preferably in the higher education or related sector
* Excellent communication, numeracy and report writing skills • Ability to work with a high degree of autonomy

**Overall purpose of post**: to support the HoFP and the faculty Senior Management team in all aspects of financial strategic planning and business support. The post holder will be required to be involved in the production of and critically analyse Key Performance Indicators, including monitoring actual performance against student number targets.



This role will also have the main responsibility for managing the administration of the Faculty Workload Planning process. The post holder will also coordinate the Faculty Time Allocation Survey process to support the production of the university TRAC return to the Higher Education Funding Council.

The post holder will also manage all financial elements of research grants within the Faculty Finance teams.

The role will also provide day to day business support in a number of areas, including collaborative partnerships and commercial activity.

This role includes a significant element of producing management information, giving advice and guidance to staff and managers within the faculty. The role also requires some cross university working with the Strategic Planning Office.

The post holder will also support the HoFP to ensure that the legal obligations regarding contractual relationships are met.

**Main duties:**

1. Review faculty key performance indicators (KPIs) and provide recommendations for developing new or refined existing KPIs; including providing analysis of the faculty’s performance against its strategic priorities.

1. Use innovative tools and techniques of analysis to anticipate issues arising and give management advance warning of possible problem areas before they can impact on strategy.

1. Interrogate the faculty’s existing management information systems, particularly in respect of student enquiry, applications, enrolments and completions in order to inform the Faculty Strategic Plan.
2. Liaise with the university's central research support services and with external organisations, including HEFCE, research councils, charities and other funding bodies, and with partner universities in the UK and overseas.

1. Manage the research post-award project monitoring process up until final report; ensuring that reports are produced accurately within timescale, that the reports are submitted using the appropriate medium, that the financial accounting system fully reflects the project costs and that invoicing and collections are regularly undertaken and reviewed.

1. Assist individual academic staff in planning their research expenditure.

1. Be an active member of the Research Grants Panel (as required) & set up & maintain a Research Grants Archive to share good practice

1. Monitor the financial performance of research, consultancy projects, and collaborative agreements, with budget holders, providing expert financial advice and guidance and financial analysis when required.

1. Advise the HoFP immediately where project finances are anticipated to deviate from the agreed project budgets, the project reasons surrounding the change and the financial implications for the university.

1. Liaise with the university's central research support services and with external organisations, including HEFCE, research councils, charities and other funding bodies, and with partner universities in the UK and overseas.

1. Support business development opportunities, using the appropriate university methodology and bodies, ensuring that the financial aspects, including risk, of the business case have been fully considered, costed and appraised.

1. Have the main responsibility for the management of the Faculty Workload Planning System (WLPS). To regularly review and make recommendations to modify the system and procedures in order to ensure they meet current and future needs.

1. Provide regular induction and training to faculty staff in using the WLPS.

1. Develop and maintain a detailed knowledge of the Workload Planning policies and procedures in order to provide advice and guidance to the Faculty Management Team, Department Heads, and all other academic staff.

1. Attend faculty meetings as required (for example Faculty Management Team and Department Heads’ meetings) in order to advise and inform staff about procedures / changes to the WLPS and policies.

1. Co-ordinate the Time Allocation Survey process in the faculty and to prepare a consolidated return. This will require pro-active critical analysis of data returned by staff or collected from the WLPS, reconciliation to financial data, and resolving any queries before the return is submitted.

1. Work with cross university project groups, as required, to develop systems and processes, such as the Workload Planning IT system.

1. Line manage the Business Support team including staff development and ensuring that regular training is undertaken.

1. Manage and undertake projects as required by the HoFP, and to undertake any other duties as may be reasonably required.