

**Head of Business Support**

Build your career, follow your passion, be inspired by our environment of success **#BeTheChange**

**THE UNIVERSITY OF EAST LONDON**

If you are seeking a career that combines cutting-edge education with a passion for creating positive change, look no further than the University of East London. Founded in 1898 to meet the skills needs of the 2nd industrial revolution, we’re now in Year 5 of our transformational 10-year Vision 2028 strategic plan, spearheaded by our Vice-Chancellor and President, Professor Amanda Broderick.

Our goal is to advance industry 5.0 careers-first education and provide a clear path to the jobs and opportunities of the future. We are committed to driving diversity in the 5.0 talent pipeline, working in partnership to promote talent wherever it is found and creating a sustainable, inclusive, and green future.

But we can't achieve this goal alone. We need forward-thinking, innovative, and curious individuals like you to join our community and help us shape the future. As part of our team, you'll have the opportunity to work with a diverse range of people who share your passion for creating positive change. We’re an inclusive and welcoming community that is constantly moving forward, never satisfied with the status quo.

If you're ready to join a team that values your unique skills and perspectives and is dedicated to making a difference, we invite you to explore a career with us. We are excited to welcome talented individuals who are committed to advancing their careers while making a positive impact on the world.

**THE DEPARTMENT - Strategic Development and Delivery**

The Strategic Development and Delivery team works in partnership with stakeholders across the institution, combining our specialist expertise, sector knowledge and institutional awareness to support the delivery of our vision to 2028 and beyond. This is a new Directorate for UEL, and comprises four main portfolios;

Insights & Decision Support, Strategy & Performance, Portfolio & Benefits, and Change & Improvement. These four service areas will facilitate effective decision making, improve our staff and student experience, and deliver lasting positive change.

**Role Purpose**

As Head of Business Support and a member of the Senior Leadership Team (SLT) you will lead a team of business support professionals to deliver excellent service and operational support to the Strategic Development and Delivery team and their stakeholders. You will be responsible for leading, coaching, developing and mentoring the team, overseeing the day-to-day operations and service delivery, embedding processes and procedures and setting and role modelling the ways of working. You will act as the focal point for liaison and networking with central functions/schools and disseminate information quickly and effectively across the department. You will also maintain and own robust budget control alongside supporting the Director of Strategic Development and Delivery and SLT on a day to day basis.

**Key Activities -** The following are the main accountabilities for the job. This list is non-exhaustive and other duties commensurate with the grading of the job may also be assigned to suit as the University needs require.

* To support the Director of SDD and the SLT in all day-to-day operations.
* To ensure the smooth running of the SDD directorate.
* Lead and coordinate key projects and activities as and when required.
* Support SDD directorate in process improvement development, prioritisation and delivery within their areas.
* To lead and line manage a team of business support professionals
* To manage and maintain the department budgets in line with UEL financial processes and timescales.
* To identify capacity and capability gaps and support to close gaps within the team.
* To communicate key messages effectively both within the team and to the wider university and to update and maintain the external communications sites for SDD (sharepoint sites, SDD inbox).
* To manage and maintain the SDD budget and assist the Director and SLT to ensure that all recruitment priorities are managed within the budget envelope.

**MAIN DUTIES AND RESPONSIBILITIES:**

**Ownership & Accountability**

* Own the provision of high-quality support and day-to-day management of the Business Support team.
* Responsible for the development of the Business Support function in line with the strategic aims of SDD to continually develop and improve delivery outputs.
* Own and manage the SDD budget and ensure all spend is in line with budget and follows the UEL financial processes.
* Seek out opportunities to improve the services and support that Business Support provide to the overall SDD team to improve their ways of working.
* Contribute to the development and monitoring of the SDD portfolio and, where appropriate, lead on specific projects/activities.

**Line Management**

* Lead the team to support the SDD objectives and business plan to ensure effective service delivery across all activities.
* Line management duties include recruitment, induction, appraisal, disciplinary, grievance and sickness management
* Ensure all staff have clear roles, objectives, responsibilities, and development plans and all information is recorded using the correct systems and HR processes.
* Engender a culture of continual improvement. Coach the team to continually improve the ways of working and outputs.
* Role model behaviours, service support and ways of working.
* Support SDD in recruiting, mentoring and retaining graduate and apprentice resources and ensure that plans are in place to maximise the experience of trainee staff.

**Process, Procedure, Standards and Best Practice**

* Maintain a competent, skilled, and up-to-date knowledge of business support, budget, and financial management best practice.
* Promote, provide guidance on, and ensure adherence to business support processes across SDD, ensuring they are clearly documented.
* Provide day to say support and guidance for the SDD team and ensure that all UEL requirements, policies and procedures are completed on time.
* Oversee, develop, and optimise operational and business processes and procedures, ensuring that the department and its teams run smoothly and efficiently.
* Lead and manage all UEL wide processes and documentation e.g the business continuity plans, financial planning processes and assist with business planning processes for SDD

**Communication**

* Maintain and update all SDD communication mediums.
* Manage the SDD inbox and all day to day enquiries coming into the department.
* Present information to the Director in a clear, accurate and concise manner to ensure they have all salient information needed to facilitate informed decision making.
* Attend all relevant UEL groups as the SDD representative and relay key information back to the SLT and wider team e.g. Engage! Champions, H&S Champions, Resileince Steering Group, Comms Connectors. Create and update action plans as and when required.

**Financial Management**

* Support the Director of SDD to ensure the budget is managed and maintained (both opex and capex).
* Ensure purchase orders and invoices are monitored and managed, and all queries addressed and resolved in a timely manner.
* Work with the Finance Business Partner on all financial aspects and lead and ensure the month end processes are followed.
* Manage the SDD financial year end activities ensuring accruals and adjustments are planned and communicated to Finance in line with the agreed schedule.
* Support the Director of SDD in budget and business planning for the following financial year to enable effective monitoring and planning for the SDD team.
* Manage staff recruitment (both permanent and interim) in line with the budget.

**Interim Resource Management**

* Monitor and control interim resource costs to ensure all interims are engaged through suitable contracts / IR35 regulations.
* Work with HR to ensure that all recruitment agencies are following UEL best practice processes and where relevant SDD work with “approved” agencies and contractors.
* Ensure effective administration of all interim resources e.g. time sheets, invoices, purchase orders, charge codes and contractor monitoring forms.

**Operational Support Management**

* Monitor and manage sickness absence.
* Ensure all line managers complete PDR reviews periodically.
* Manage all training records for the team.
* Keep a record of all equipment/assets across the department and ensure any issues or reasonable adjustments are provided in a timely manner.
* Maintain and manage the induction process for new starters ensuring that line managers are supported and new staff receive a friendly welcome and have all the information they need to embed quickly into the team/UEL.
* Be the point of contact for all H&S and wellbeing issues.
* Manage and co-ordinate team away days, SLT meetings and any other team events or training requirements.
* Manage the office space and any stationery, licenses or equipment needs.
* Meet HR Business Partner, Finance Business Partner and IT Business Partner on a regular basis to ensure any HR issues are managed and all actions are delivered on time.

**Key relationships**

* Director of Strategic Development and Delivery
* SLT Directors
* SDD team
* VC Office and support functions
* Finance Business Partner and Accounts Payable
* HR Business Partner
* Deans of Schools
* Directors of Services
* Business Managers
* External suppliers
* Internal Communications Team

**Key capabilities**

* Demonstrable personal resilience and ability to respond positively and lead others in situations of ambiguity and change.
* A highly effective communicator at all levels, including influencing and persuading others, especially when working outside their sphere of responsibility.
* Engendering a culture of openness and sharing, with particular emphasis on working in partnership and building strong relationships at all levels within an organisation.
* Ability to use critical analysis and judgement to evaluate new information to determine the correct course of action and make insightful decisions effectively with uncertain and incomplete information.
* Role-modelling excellence in service delivery through customer focus and continuous improvement.
* Excellent attention to detail and financial acumen.
* High level of organisational skills and high quality support capabilities for a Director or equivalent.

**Person specification**

**Experience in - Essential:**

* Recruiting, developing and retaining highly capable staff and building high performing teams.
* Strong communications, relationship building and stakeholder management skills and the ability to work collaboratively.
* Peer support, strong team leadership and experience of giving high quality support to a Director or equivalent.
* Exceptional organisational and administrative skills and highly experienced and competent in the use of MS Office applications (specifically Teams, Word, Excel and PowerPoint)
* Highly organised, able to work independently, prioritise own workload and deadlines and used to working in a fast-paced environment.
* Strong analytical skills, with the ability to articulate complex information and data in a clear and concise manner.
* Excellent oral, written communication and presentation skills and an eye for detail.
* Excellent inter-personal skills and ability to influence both internal and external stakeholders.
* Experience of contributing to the setting and management of budgets and financial planning.
* Ability to exercise discretion in dealing with confidential or sensitive matters.
* Commitment to and understanding of equal opportunities issues within a diverse and multicultural environment.
* **Experience in – Desirable:**
* Experience of working in higher education or other educational setting.
* Experience of University systems and software e.g. Financial (Agresso), HR/Payroll (iTrent)
* Experience of working at an equivalent level in an administrative/business management capacity.

Qualifications:

* Graduate calibre with degree or equivalent level experience gained in the work environment.

UEL are an inclusive equal opportunities employer and are proud of our Equality, Diversity and Inclusivity achievements. We expect all employees of UEL to embrace our EDI policy and will not tolerate discrimination in any form.

So, if you’d like to take your career to the next level with us here at the University of East London and are inspired by our environment and drive for success, we want you to apply today!