

# Business Manager – 12 month FTC

## Basic information

**Band:** D

**Job family:** Business Services

**Terms:** 12 month fixed term contract

**Location:** Cheltenham

**Reports to:** Head of People, Governance & Performance

**Team:** People, Governance & Performance

**Business unit:** Finance & Corporate Services



## Role purpose:

To provide the Directors of Finance & Corporate Services (FCS) and External Relations (ER), and Head of People, Governance, and Performance (PGP) with high level executive support to ensure delivery of corporate and operational objectives. The role of Business Manager is to ensure the smooth running of the business unit (BU) and facilitate BU alignment with corporate frameworks and processes.

## Key duties and responsibilities:

### Business unit management

- Act as a single point of contact and liaison between the FCS, ER, and PGP business units, other business units in UCAS, and external stakeholders. This includes acting as a conduit for the flow and dissemination of information, and communication with senior figures both within the organisation and externally.
- Ad hoc project work and special assignments on behalf of the BU directors and their Senior Management Teams.
- Ensure that staff in the BUs complete all mandatory compliance activities and champion adherence to corporate policies and processes.

- Ensure the BU's quarterly performance ratings are collated, moderated, and submitted in accordance with corporate deadlines.
- Act as the BU's communications champion, working closely with the internal communications function, to ensure key corporate messages are received and understood across the units.
- Lead on business unit space planning and creation of a healthy working environment in liaison with the Facilities Team.

### **Business unit development**

- Work with the Directors/Heads of and Senior Leadership Teams to address any issues arising from the annual staff surveys.
- Develop business unit strategic development plans, in liaison with the BU Senior Leadership Team and HR Business Partner.
- Ensure regular BU meetings are held, attended by range of colleagues from across the business, to provide insight on new products/services or areas of work.
- Organise a regular programme of BU away days, working with the Directors/Heads of to develop appropriate agendas, and managing budgets and logistical arrangements to ensure high levels of customer satisfaction.

### **Business planning and budgeting**

- Act as the Business Unit Planning Champion to coordinate the development of the BU's annual operational plan and budget, in line with the corporate planning process.
- Review monthly BU financials with the Finance Business Partner, highlighting variances to the Directors/Heads of, and working with budget holders to develop plans to achieve financial objectives.
- Develop and manage KPIs which define the performance targets across the BUs, liaising with functional leads to drive improvement initiatives where required.

### **Corporate reporting**

- Complete or commission the drafting of reports in line with internal and corporate governance requirements, and ensure inputs are submitted on time and to the required standard.
- Communicate actions arising to ensure actions are completed in a timely fashion.

### **Risk and resilience**

- Act as the Resilience Champion for the three BUs, including owning and managing the risk/issue logs, and creating and maintaining business impact assessments and business continuity plans.
- Train new starters in the areas of risk and resilience as required and offer advice/guidance to existing staff when required.

- Active member of the units' Business Recovery Teams, ensuring the continuation of service in the event of crises occurring.
- Active engagement in regular testing of business continuity plans and participation in the annual crisis management exercise.
- Coordinate BU inputs and processes to ensure that the UCAS call cascade works successfully.
- Support the organisation and running of the annual Business Continuity Awareness Week.
- Deputise for Directors/Heads of at the Business Continuity Governance Board meetings, as required.
- Act as Information Security Champion, ensuring compliance across the business units and participating in regular Information Security Champion meetings.

#### **Executive/SMG support**

- Lead on the organisation and management of events to include responsibility for managing budgets and ensuring that events are delivered with high levels of customer satisfaction. This includes the annual programme of Executive and Executive/SMG away days.

#### **Line management**

- Line management of PAs and other administrative staff as required, ensuring that direct reports performance and engagement levels are maintained and further developed.

#### **Accountabilities:**

##### Financial authorities:

- Authority to sign off purchase requisitions to the value of £10,000.
- Budget responsibility for corporate events and staff engagement activities.
- GPC holder and authoriser.

##### Non-financial authorities:

- Authority to represent and act on behalf of Directors/Heads of at internal and external meetings and events as appropriate.
- Line management of staff.

### Person specification:

- Educated to degree level or equivalent.
- Demonstrable relevant experience in a similar role, with knowledge of the HE sector desirable but not essential.
- Highly developed written communication skills with experience of report drafting, and ability to present complex information to different audiences.
- Ability to think proactively to anticipate and plan requirements.
- Ability to deal with a complex, heavy, and varied workload and to prioritise effectively, with little or no supervision.
- Complete discretion due to the highly confidential nature of the work.
- Excellent oral communication skills with experience of preparing and delivering presentations.
- Excellent interpersonal skills, including the ability to build relationships with senior stakeholders and other colleagues, both internally and externally, in a sensitive, professional manner.
- The ability to influence where appropriate.
- Project management skills and experience.
- Experience of secretariat or minute writing.
- Experience of managing a small team and managing budgets.
- Excellent IT skills with an advanced level knowledge of Microsoft Word, Excel, and PowerPoint.

This role profile sets out the scope and main duties of the post at the date when it was drawn up. Such details may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the level of the post. All UCAS employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.

### **Our values in action**

**Customer** – We always look through the customer lens. The logic of the customer is the logic of UCAS.

**Commitment** – When we commit, we deliver on time, quality, and budget or we negotiate changed commitments for good reason. We never leave commitments uncovered.

**Team** – We work collaboratively. When we commit, we commit as an individual and as a team. We strive for and support team success as well as individual success.

**Outcomes** – We plan and do things to achieve outcomes. We define them, aspire to them, and deliver them.

**Agility** – We know we need to be agile when we look through the customer lens, when we make commitments, when we work in teams, and strive for the right outcomes.

**Extraordinary** – We are ambitious for our customers, for UCAS, and for our teams. We want more than ordinary outcomes – we strive to achieve extraordinary outcomes, extraordinary customer focus, and an extraordinary culture of high performance and quality of focus.