

# Business and Resource Lead

## Basic information

**Band:** C

**Job family:** Business Assurance

**Terms:** Permanent

**Location:** Cheltenham

**Reports to:** Director of Technology & Operations

**Team:** Business & Resources

**Business unit:** Technology and Operations



## Role purpose:

To lead and manage the Technology and Operations business and resource support function. The resource support function ensures the senior management team can meet and deliver on its change, core and corporate obligations.

Own and deliver on specific strategic priorities that enable a cohesive, reliable, and predictable business unit performance across both Technology and Operations.

Proactively create and maintain a strong network of connections with all key stakeholders and business units, whilst working closely with colleagues focused on UCAS' corporate values, strategic, and operational imperatives.

## Key duties and responsibilities:

- Accountable for the leadership and day-to-day management and development of a combined Technology and Operations business and resource support function, embedding agile working practices and a digital delivery culture.
- Accountable for the quality and delivery of services, both in respect of operating performance and support resolution, provided through internal and outsourced teams.
- Manage senior stakeholder expectations in relation to technology and operational confidence levels.
- Accountable for identifying, managing and resolving aggregated risks and issues, across both Technology and Operations Business Units.
- Facilitate and create networks that enable and ensure the Technology and Operations senior management team deliver to commitments and corporate values.

- Accountable for ensuring Technology and Operations meet their obligations with regards to people, performance and corporate governance.
- Take ownership of delivering and embedding technology strategic priorities including operating model, delivery model, resource model, and services support model.
- Work closely with the Technology and Operations senior management team to develop a people strategy and culture action plan that embraces UCAS 2020 digital principles.
- Develop and embed a fit for purpose process architecture and maturity model that enables both Technology and Operations Business Units to work in an efficient, collaborative and effective way.
- Act as an independent arbitrator, trouble-shooting and mediating on behalf of the Director of Technology & Operations, as and when required. This includes, but is not limited to, tackling specific people or process issues.
- Manage budgets as appropriate, including total cost of ownership for technology services.
- Manage suppliers and third party contracts, as required, and in line with UCAS policies and processes.
- Use agile methodologies to maintain a strong focus on delivery priorities, holding others to account for delivery and swiftly responding to changing requirements.
- Promote resilience and responsiveness in the organisation, by being open and honest about challenges, and the actions required to address unexpected developments.
- Gather and report detailed performance data against key indicators, to generate actionable improvements to the quality of services offered by the Technology Business Unit.
- Identify, manage, resolve and balance business and technical risks/issues.
- Build knowledge, capacity and capability and promote continuous improvement across the unit.
- Develop strategic and, where appropriate, operational relationships, with customers and suppliers.
- Proactively drive innovation with new ideas, including options made available by new technologies.
- Accountable for the delivery of ad hoc project work and special assignments on behalf of the Director of Technology & Operations.
- Authority for an area of specialism, and applies appropriate professional principles to deliver effective solutions.

### **Accountabilities:**

#### **Financial authorities:**

- Responsible for management of the Operations and Technology budgets, as and when required.

#### **Non-financial authorities:**

- Line management responsibility.
- Matrix management of other resources allocated to key operations and technology processes.
- Task management (in association with relevant line managers) for staff contributing to the Operations and Technology agenda.

#### Person specification:

- Customer service skills to support internal and external stakeholders.
- Personal effectiveness, including time management, prioritisation, and delivery to tight deadlines.
- Attention to detail, with ability to record and collate complex information.
- Effective team leadership in a busy, customer-facing role.
- Excellent written and oral communication skills, and the ability to communicate content to a range of audiences and stakeholders.
- Confident – able to engage with senior team members and challenge appropriately.
- Competent in the use of MS Office – specifically Word, Excel, PowerPoint and Visio.
- Solid understanding of planning, budgeting and forecasting.
- Ability to hold a broad view when recommending changes or decisions, with a considered approach to the impact on others.
- Strong problem-solving and negotiating skills, to help analyse issues and enable sound decision-making.

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.