



Job Title: Business Administration Manager
Grade: 7
Salary: £34,189 to £39,609 per annum
Department: School of Archaeology and Ancient History
Hours/Contract: Full-time, permanent
Reference: 912

Role Purpose

As a senior member of the professional services team, the post holder will:

- Manage a professional services staff team and oversee the relevant administrative processes
- Work with peers to implement new processes and systems for improvement using a team based approach to administration and process management
- Plan and manage resources, monitor workflow and capacity regularly and deploy resources appropriately
- Work with the Head of Department and Operations Manager to support academic workload and timetabling activities
- Maintain a financial overview of departmental budgets and prepare management information including student data

Main Duties and Responsibilities	% Time
<p>Management of Professional Services</p> <ul style="list-style-type: none"> • Manage a team of professional services staff: monitor the capacity and capability of the team including regular one-to-ones; set objectives and annual performance development plans; deliver staff induction and appraisals; support probationary staff; identify priorities and organise workloads; recruit professional services staff; and deploy resources effectively and appropriately • Evaluate training needs within the team and prepare and deliver training for staff working in the Department that underpin the core duties of the team. This may include specific system/process updates and training in conjunction with the Operations Manager • Be a point of expert advice and guidance on University regulations and policies and deliver an excellent service to students and staff • Actively cultivate a student-friendly, customer-focused culture within the team that is able to respond quickly and effectively to queries and issues 	50
<p>Planning, Quality Assurance and Performance</p> <ul style="list-style-type: none"> • Be responsible for managing, reviewing and developing the administrative systems and processes relating to the student lifecycle and work with the Operations Manager to maintain operational effectiveness and compliance of the team. Make recommendations and implement improvements in conjunction with the Operations Manager, the team and academic staff to ensure delivery of a high quality student experience • Manage the collection of data to measure performance. Prepare and analyse management information, such as student recruitment and student performance 	50





<p>data. Make recommendations and implement action where appropriate and circulate findings to broaden awareness of key issues. Liaise with administrators in other departments to improve the experience of students on major/minor and joint degree programmes. Act to remove causes of failure and waste within the system and access expertise and support when needed</p> <ul style="list-style-type: none"> • Work with the Operations Manager and senior academics to ensure the continued success of the Department by supporting the development and delivery of new courses, programmes and business cases. This may include the preparation course schedules, programme specifications and oversight of the provision of course support (non-teaching) materials (handbooks, Blackboard and website) • Represent the Department at College and University-wide meetings • Contribute to the budgetary planning process by identify resources required to deliver the objectives of own team or of an assigned activity or project 	
<p>Internal and External Relationships</p>	
<ul style="list-style-type: none"> • Professional Services Colleagues: Operations Manager, Head of School, Deputy Head of School, Programme Administration teams, Programme Directors, Director of Marketing and Recruitment, Learning and Teaching Director, PGR Director, Director of Research and Enterprise, Directors of Studies. • Academic Colleagues. • Corporate Services: Finance Office, External Relations, Human Resources, Student and Academic Services, Doctoral College, RED. • College Colleagues: Marketing, Finance, Research Support, Administrative leads 	
<p>Planning and Organising</p>	
<ul style="list-style-type: none"> • Plan own work as well as the work of the Professional Services team • Lead on assigned projects • Adjust priorities according to the needs of the Department • Maintain own professional skills and knowledge 	
<p>Qualifications, Knowledge and Experience</p>	
<p>Essential</p> <ul style="list-style-type: none"> • Degree level or other equivalent relevant professional qualification* • Substantial and broad vocational experience as an administrator • Experience of managing a team of staff and ability to motivate others* • Familiarity with academic and financial regulations* • Experience of working with student and finance administration systems (SAP, SITs)* • Successful experience of implementing, developing and maintaining effective administrative systems in a busy office environment • Experience managing deliverables and milestones: on time/within budget/meeting business needs 	



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Desirable

- Relevant postgraduate education or professional qualification*
- Working knowledge of activities in a higher education environment

Skills, Abilities and Competencies

Essential

- Strong interpersonal skills and ability to lead a team including delegating work and managing all aspects of staff resource
- Competent use of finance systems, regulations including software packages
- Proven ability to assess financial data, information and be able to identify problems
- Wide ranging IT Skills including use of the Microsoft Office suite, data entry and web based applications; demonstrated by a qualification or equivalent demonstrable experience
- Strong organisational skills with the ability to prioritise own work
- A pro-active approach towards workload, with the ability to multi-task and complete tasks promptly, accurately and with attention to detail, often under pressure
- Good communication skills, with the ability to give and receive information effectively using a variety of methods and to communicate with a wide range of university staff, students and agents
- Experience in interpreting regulations and policies and implementing appropriate changes
- An understanding of the importance of meeting customer needs and providing a high quality service
- A willingness to be flexible towards duties and adaptable to change

**Criteria to be used in shortlisting candidates for interview*

VITAL

The University encourages all staff to live our [VITAL values](#) which are:
Valuing People, Innovators, Together, Accountable, Leaders.

Equality and Diversity

We believe that equality, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.



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