Job Title: Business Administration Manager (MB ChB Phase 2 Cluster Manager)
Grade: 7
Salary: £34,189 to £39,609 per annum
Department: Leicester Medical School
Hours/Contract: Full-time permanent
Reference: 484

Role Purpose

To lead and manage the professional services staff, administrative processes and resources across the Leicester Medical School Phase 2 Cluster ensuring effective, efficient and consistent support of all students across the full student lifecycle as appropriate for the Cluster. Phase 2, the clinical phase of the medical programme, incorporates years 3, 4 and 5 of the MB ChB.

To lead on process reviews as required and implement agreed new processes and practices in accordance with the School and College’s strategy to create a cross-structural and team-based approach to administration and process management.

To effectively plan and manage resource workflow on a weekly, monthly and annual basis, and to monitor capacity and deploy resources appropriately.

To undertake cross-School roles and projects as determined by the Head of Operations.

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<tr>
<th>Principal Responsibilities</th>
<th>% Time</th>
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<tr>
<td>• To manage a team of professional services support staff, namely: monitoring the capacity and capability of the team to include performance management, induction, probation and appraisals of staff. Identifying priorities and organising workloads, recruiting professional services staff and deploying resources effectively and appropriately. Work flexibly to provide cover as required across the School and/or College to provide continuity of service</td>
<td>20</td>
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<tr>
<td>• Delivery of an excellent service to students and staff. Ensure that the professional services team has a student-friendly, customer-focused culture, responds quickly and effectively to queries and issues, and that communication with students is clear and timely. Take direction from senior academic staff in the areas of the Cluster as appropriate and in accordance with locally agreed priorities</td>
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<td>• Manage, review and develop the Cluster’s administrative systems and processes, working with the Head of Operations and other School Business Administration Managers (BAMs) across both Leicester Medical School and the School of Allied Health Professions, to ensure the smooth running of the Cluster team. Make recommendations and implement solutions and improvements in conjunction with the team, other BAMs, the Head of Operations and academic staff to ensure that processes and systems deliver a high quality experience for students, through routinely collecting data to measure the performance of systems, acting to remove causes of failure and pulling in expertise and support where needed</td>
<td>15</td>
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**Job Summary**

- **With Professional Services colleagues, develop and review a set of common operating procedures which will be implemented across all years of taught programmes, whilst maintaining awareness of differences across programmes and adapting procedures where appropriate.** As a set of School and programme documentation, these procedures will provide advice and guidance to team members and academic staff on policy and procedure from recruitment through to graduation: resolving issues, problem-solving, leading decision making and ensuring compliance.

- **Evaluate training needs within the team and prepare and deliver training sessions for staff working in the Cluster(s) that underpin the core duties of the teams. This will include specific system, process and systems thinking method training, often in conjunction with the Head of Operations and / or other BAMs. Represent the School at College and University-wide meetings and attend College and University meetings to ensure that own professional skills and knowledge of changes is up to date.**

- **To prepare and analyse management information, including quality reports, student recruitment/retention and progress data, and financial reports, recommending and implementing action where required and circulating findings appropriately to ensure awareness of key issues/data.**

- **To work with the Head of Operations and senior academics to ensure the success of the School; to include preparing programme schedules, and oversee the provision and review of programme support materials (handbooks, Blackboard and website).**

- **Contribute to the budgetary planning process, identifying resources required to deliver the objectives of own team or of an assigned area of the University.**

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<th>Internal and External Relationships</th>
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<tr>
<td>Head of Operations – daily basis</td>
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<td>Heads of Programme (including Phase 2 Lead and Heads of Years 3, 4 and 5) – daily basis</td>
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<tr>
<td>Other members of the School Executive - weekly basis</td>
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<tr>
<td>Other academic staff and external clinical staff – regular liaison</td>
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<tr>
<td>Administration team – daily basis</td>
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<tr>
<td>Central administration including Corporate Affairs and Planning, Student and Academic Services, International Office, Reprographics and Finance</td>
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<td>Other departments as required by the role</td>
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<td>Contact with students to answer complex queries</td>
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<tr>
<th>Planning and Organising</th>
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<tr>
<td>Plan own work as well as the work of the Professional Services team</td>
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</table>
Job Summary

Lead on assigned projects
Adjust priorities according to the needs of the Department

Qualifications, Knowledge and Experience

**Essential**
- Educated to degree level or equivalent*
- Substantial and broad vocational experience as an administrator in a higher education environment*
- Experience of managing a team of staff*
- Familiarity with academic and financial regulations*

**Desirable**
- Relevant postgraduate education or professional qualification*
- Working knowledge of activities in a higher education environment*
- HE experience in a medical or health programme support field*
- Working knowledge of relevant University systems e.g. SITS, CMIS processes and procedures

Skills, Abilities and Competencies

**Essential**
- Ability to lead a team including delegating work appropriately and managing all aspects of staff resource
- Wide ranging IT skills including use of the Microsoft Office suite, data entry and web based applications; demonstrated by a qualification such as ECDL or equivalent demonstrable experience*
- Strong organisational skills with the ability to prioritise own work
- A proactive 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 external partner agents*
- Demonstrate independent working and initiative*
- 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.