

Post/Job Title:	Business Support Manager (Fixed Term) (Internal Only)
Postholder:	
Ref:	HSS346/5055221
Location:	Royal London House, Lansdowne Campus
Faculty/Professional Service:	Faculty of Health & Social Sciences
Group/Section:	CPD Support Team
Normal hours per week:	Full time (Some flexibility will be required in order to ensure that key time scales and deadlines are met).
Duration if temporary:	Fixed term until 30th June 2023
Grade:	7
Accountable to:	Director of Operations

Job Purpose

This role has a clear external dimension in a senior leadership role, developing and enhancing existing client relationships across the full breadth of HSS activities. These relationships will include clients from health, social care, voluntary and private sectors at operational as well as strategic management level. The role needs to be flexible enough to cope with the significant changes in the external business environment that continue to impact on the activities of the Centre.

The Role will involve working with academic staff to develop and identify new enterprise opportunities and to ensure the efficient delivery of contracted work to client specifications.

A key aspect will be liaising with external clients on new opportunities and representing the Faculty which will necessitate the holder travelling.

Main Responsibilities

- Maintain and develop high quality external relationships to understand core client direction and needs in order to inform HSS strategy and maximise business activity.
- Managing reporting requirements and monitoring the contract for Client/Organisation/Employers
- Work with senior academics to contribute to the development and implementation of strategic initiatives to ensure targets are met.
- Work with the Fees Board to set fees for CPD units/programmes.
- Identify new enterprise opportunities through links established within the health and social care arena, developing knowledge of the sectors targeted by the Faculty and networking as appropriate to the needs of the role.

- Ensuring an effective and timely response to new business opportunities, including managing contact between the Faculty and potential clients and ensuring the appropriate involvement of senior academics and support staff both in the Faculty and central professional services.
- Work closely with RKE and Legal staff to ensure enterprise activities are costed, delivered effectively and within timescales in line with client expectations, budgets, invoicing and BU procedures.
- Ensure appropriate Faculty support for and representation at external stakeholder meetings and events; working with marketing and RKE in respect of the promotion of the Faculty's services; including website and prospectus information.
- Agree marketing initiatives based on areas of need and provide feedback in respect of marketing communications, advertising campaigns.
- Liaise closely with on-course CPD Support team to ensure the CPD students, whether self-funded or through Trusts/Local Authorities/other businesses have an excellent experience and are aware of further CPD opportunities.
- Working within BU regulations and the Faculty's Finance & Resources team, manage procurement to deliver CPD activities, including Lecturer Practitioners, and supervise venue hire and other resources.
- Provide high quality statistical management information and financial reconciliation in relation to activities and liaising with PSTL regarding student numbers as requested, and the viability of activities.
- Any other duties within the scope and grade of the post as directed by line management.

Organisation Chart

Line Management by Directors of Centre and employer engagement

Dimensions

Over 400 FTE students worth £2m+ and NHS Contracts

Contacts HSS

Faculty Executive; including Dean, Directors of Centres and Employer Engagement, academic and support staff at all levels, central support staff in RKE< legal services, finance and M&C teams.

Wider University

- Student & Academic Services
- Marketing and Communications
- Finance & Commercial Services (incl RKE Operations)
- Human Resources

External:

NHS, Local Government Authorities, Private and Voluntary Sector Care Organisations
Professional & regulatory bodies

Challenges

To understand the diversity of client needs and the identification of new stakeholders as existing structures continue to change, as well as monitoring business activity against a backdrop of reduced public sector funding. This is a complex role juggling the tensions between external client demands and internal regulation and systems, with a requirement to manage the demands of each aspect equally in a

fast moving sales environment. They will ensure a quick and efficient response to changing demands of NHS and social care organisations for continuing development. This is a competitive area of activity and therefore requires highly adaptive administrative support.

Information Governance Responsibilities

Data User

- i. Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

Additional Information

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must at all times carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

March 2018

Person Specification

Post / Job Title: Business Support Manager (Fixed Term)	Post No: HSS346/5055221
Faculty / Support Service: Faculty of Health and Social Sciences	Date: July 2022
SELECTION CRITERIA	Essential / Desirable
Knowledge (including experience & qualifications)	
Educated to degree level or equivalent ability.	E
Knowledge and experience of managing a diverse range of funding opportunities with a proven track record of successfully delivering projects involving external sponsors, on time and within budget.	E
Demonstrable understanding of costing and pricing	E
An understanding of the NHS, local authority or HE sectors and associated funding opportunities	D
An understanding of University process for administering accredited and non-accredited education	D
Skills	
Project skills, including being able to contribute to the development of new business proposals	E
Highly developed interpersonal and communication skills including an ability to interact with a range of stakeholders including staff, students and external organisations.	E
Strong written and communication skills with an ability to write reports and present complex information in a concise and understandable manner.	E
Ability to work as a member of a multi-skilled team, able to both lead and co-ordinate areas of work and contribute to other projects.	E
Excellent and proven negotiation skills	E
An excellent working knowledge of IT	E
Knowledge of financial systems, use of financial software and preparing reports	E
Highly developed planning and organisational skills	E
Ability to represent Faculty/University as required.	E
Attributes	
Confident, approachable & diplomatic in dealing with people, particularly external contacts & clients	E
Able to be self-motivated and to take a proactive, 'can do' approach to work and act on own initiative to problem solve	E
Able to contribute to the development of the role through self-reflection and process improvement	E
Ability to establish effective working relations with different stakeholders quickly and gain their confidence	E
Able to motivate themselves & others and to promote service excellence in a team environment	E
Able to remain focused and deliver under pressure in a target driven environment.	E