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| Last updated: |  |

**JOB DESCRIPTION**

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| Post title: | **Business Change Manager** | | |
| Academic Unit/Service: | Finance | | |
| Faculty: | Professional Services | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 5 |
| \*ERE category: | n/a | | |
| Posts responsible to: | Head of Transactions | | |
| Posts responsible for: | Purchasing, Payments and Master Data teams | | |
| Post base: | Mix of Home and Office-based | | |

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| Job purpose |
| To create, manage and develop the overall governance and risk management processes for purchasing and payments across the organisation. Develop measurable improvements in efficiencies for the University through procurement improvement, demonstrating the value of category management. Ensure processes and procedures are robust and compliant with all relevant legislation. Drive process improvement and compliance in purchasing and payment activity across the University. |

| Key accountabilities/primary responsibilities | | % Time |
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|  | Develop and manage all aspects of purchasing and payment governance and risk management. Ensure timely decision making and the appropriate management of risk including the implementation of any mitigating actions. | 10% |
|  | Ensure best practice purchasing and payment practices are adopted and updated regularly, through regular collaboration with HEIs and other relevant organisations. | 10% |
|  | Develop and manage all aspects of the performance of the purchasing, master data and payment teams, ensure alignment with University and departmental strategy. Develop measurable outcomes and ensure that staff objectives are aligned.   * Develop an efficiency and effectiveness tracker, designing targets which drive appropriate behavioural change. * Develop a range of KPIs for activities and projects in conjunction with internal and external requirements. * Ensure that the data within related systems is relevant and reliable. Produce management information for Faculties and Professional Services including accurate spend and supplier data. * Produce information packs, help develop wave plans which meet the strategic priorities of the University and drive relevant savings targets which are achievable and measurable. * Ensure that workload is spread appropriately across the team, balancing competing priorities and ensuring the balance between strategic priorities and business as usual tasks | 40% |
|  | Ensure processes and procedures of the purchasing, master data and payment teams are robust and compliant with all relevant legislation. Lead on the development and implementation of best practise methods and tools to ensure that the University adopts leading practices. | 20% |
|  | Lead on the production / collation information available for stakeholders, ensure that information is relevant, reliable and easy to access, meeting the needs of each stakeholder group. Undertake regular customer liaison and ensure timely feedback. Ensure website content is regularly reviewed and relevant to meet stakeholder needs and promote continuous business improvement. | 20% |

| Internal and external relationships |
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| **Internal & External Relationships: (nature & purpose of relationships)**   * The post holder will be expected to undertake the duties as part of an integrated team and will be expected to adopt priorities and engage in activities which promote the effective working of the whole team. * The post holder will be expected to play a leadership role and assist other staff in embedding a “business and service culture” within the organisation. * It is expected that the duties will be performed in the light of the relevant activities in Higher Education generally. The post holder will be expected to be aware of the activities and initiatives being formulated nationally and internationally within procurement and accountancy and keep up to date with changes to working practices. |

| Special Requirements |
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| **Special Requirements:** |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Skill level equivalent to achievement of a professional qualification or postgraduate degree.  Proven experience of managing outcomes in a specialist field.  Proven project and/or people management skills.  Proven successful experience of working at a strategic level within a large, complex and multi-disciplinary organisation  An understanding of stakeholder groups and expectation management within a large organisation  Demonstrable ability to analyse and translate user requirements into technical solutions  An understanding of commercial drivers and demonstrate how this information changed the approach.  Demonstrable ability to analyse and translate user requirements into technical solutions | Membership of relevant professional body.  Knowledge and experience of alternative service delivery models  Knowledge of Public Procurement Regulations | CV, certificates, references, interview, work experience |
| Planning and organising | Ability to plan activities with an appreciation of the long-term issues, ensuring plans complement broader operational strategy.  Excellent prioritisation skills, thoroughness, accuracy and attention to detail  Resource management with the ability to agree priorities and negotiate for resources  Experience in managing a portfolio of projects simultaneously demonstrating how risks were managed and mitigated |  | CV, references, interview, work experience |
| Problem solving and initiative | Able to identify broad trends to assess deep-rooted and complex issues.  Able to apply originality in modifying existing approaches to solve problems.  Confidence to challenge existing work practices and use a positive approach to problem solving. |  | CV, references, interview, work experience |
| Management and teamwork | Demonstrable leadership, organisational and planning skills with the ability to share knowledge with colleagues at all levels  Able to manage team dynamics, ensuring any potential for conflict is managed effectively.  Able to formulate development plans for own staff to meet current and future skill needs.  Identify and exploit opportunities for continuous improvement of management process.  Able to proactively work with colleagues in other work areas to achieve outcomes.  Ability to motivate and lead a team and achieve tight deadlines whilst delivering excellent customer service  Experience in recruitment and performance reviews | Positive experience of dealing with resource and performance management issues | CV, references, interview, work experience |
| Communicating and influencing | Excellent communication skills to liaise with colleagues at all levels, within the team, the department and across the wider University  Finely tuned stakeholder management skills to ensure effective engagement at all levels  Able to interact with other areas of the organisation to generate and co-ordinate original ideas or developments.  Ability to produce clear and concise documentation and management information  Ability to present your ideas to a diverse audience to shape and influence changes of behaviour |  | CV, references, interview, work experience |
| Other skills and behaviours | Keenness to research current market place and keep up to date with relevant developments  Methodical, calm and clear-thinking under pressure  Attention to detail  Flexible approach to working |  | references, interview, work experience |
| Special requirements | Flexibility to work out of hours on occasion to meet user or service expectations |  | interview |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| Yes | If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| No | If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below.  Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

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| **ENVIRONMENTAL EXPOSURES** | **Occasionally**  (<30% of time) | **Frequently**  (30-60% of time) | **Constantly**  (> 60% of time) |
| Outside work |  |  |  |
| Extremes of temperature (eg: fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: |  |  |  |
| Frequent hand washing |  |  |  |
| Ionising radiation |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling |  |  |  |
| ## Driving university vehicles(eg: car/van/LGV/PCV) |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (eg: strimmers, hammer drill, lawnmowers) |  |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling |  |  |  |
| Repetitive crouching/kneeling/stooping |  |  |  |
| Repetitive pulling/pushing |  |  |  |
| Repetitive lifting |  |  |  |
| Standing for prolonged periods |  |  |  |
| Repetitive climbing (ie: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (eg: pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height |  |  |  |
| Repetitive reaching at shoulder height |  |  |  |
| Repetitive reaching above shoulder height |  |  |  |
| **PSYCHOSOCIAL ISSUES** | | | |
| Face to face contact with public |  |  |  |
| Lone working |  |  |  |
| ## Shift work/night work/on call duties |  |  |  |