

# JOB DESCRIPTION

<b>Job Title</b>	<b>Operations Support Manager</b>		
<b>Reports to</b>	<b>Director of Business Services</b>		
<b>Department</b>	<b>Degree Education and Career Centre</b>		
<b>Job Family</b>	<b>Business Services</b>	<b>Level</b>	<b>3</b>

## About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

## About the Department

Degree Education and Career Centre contributes to the School vision by:

- Attracting and selecting talent from around the world
- Creating an environment in which students can learn and faculty can teach
- Maximising student and alumni career opportunities through developing their career skills and engaging with employers.

We want to create an exceptional learning environment for a global, cross generational community of intellectually curious, critical thinkers.

Central Operations in the Business Services Team support's DECC's mission by delivering, coordinating, or advising on:

- Key department wide operational processes
- Cross team process improvement initiatives
- School wide Business Partner Engagement
- Department events
- Information Management best practice
- Supplier and Contractor Management
- Financial Administration
- Health and Safety and Incident Management

## Job Purpose

This position is responsible for providing operational management and support to DECC teams on a range of cross-department business and compliance responsibilities, including staff events and staff orientations, procurement, information management, business partner engagement, process improvement and health and safety.

The Operations Support Manager works in partnership with a large group of stakeholders in DECC and across the School to drive up the consistency and quality of key cross-department operational activities.

The role holder will also be responsible for delivering on an agreed portfolio of projects (and managing the associated change) focusing on cross department process improvements that promote best practice, simplify and promote consistency in department wide processes, and promote efficiency and productivity in DECC.

The role holder will role model professionalism, proactivity, collaboration, a solution focused approach and take a continuous improvement approach to operational delivery in DECC.

## Key Areas of accountability and Key Performance Indicators (KPIs)

### Key areas of accountability:

#### **Cross-department operational management and support**

- Design, maintain and deliver the departmental onboarding process to new DECC staff
- Maintain the DECC organisational chart and floor plans
- Provide DECC leadership and representation in the planning and coordinating implementation of office moves
- In partnership with Technology services, manage Technology device upgrades
- Carry out or oversee key operational tasks on behalf of Programme Office and Finance (including TfL student eligibility checks, Financial sanctions search)
- Support the Director of Business Services to coordinate DECC's engagement with the LBS internal audit plan
- Coordinate the annual student contract review process
- Oversee the archiving of DECC hardcopy documentation
- Chair the 'Operations Group' meeting; use this forum to effectively disseminate key operational information across DECC and get DECC-wide engagement on process improvement initiatives
- As part of the DECC and Central Team Info Hub working group, ensure that the DECC and Central Team Info Hub are maintained and that all new process documentation is published
- Resolve operational day-to-day issues referred from across the School ensuring an efficient and first-class service is extended to all stakeholder
- Represent the Central Team on the DECC Communications Group
- Educate and provide advice to DECC colleagues where needed on the interpretation of LBS processes and policies, including procurement, campus services, technology processes, finance, and procedures, Replenish office supplies (e.g. stationery) for the Central Team

#### **Process Improvement (Change initiatives)**

- Monitor DECC processes, systems and practices to identify opportunities for process improvements to be considered for the process improvement portfolio

- Lead on delivery of a portfolio of cross-team process improvement projects, agreed annually, that promote best practice, simplify and promote consistency in department working practices, and promote efficiency and productivity in DECC
- In addition to the process improvement portfolio, develop and maintain process and policy materials to address particular minor operational issues.

### **Business Partnering and Stakeholder Engagement**

- Maintain an effective communication and feedback channel between DECC teams and Technology services and Campus Services
- Act as key escalation point for DECC for operational issues involving the Finance, Campus Services, and Technology services departments. Work with these department to resolve arising issues.
- Facilitate Technology Services and Campus Services Business Partner involvement in student orientation plans

### **Event Management**

- Lead on the logistics to plan and deliver the annual DECC away day, and other department wide events, working in partnership with the DECC Projects and Communications Team who will lead on the content and structure of these events

### **Information Management**

- Provide support to the DECC data group where required
- Coordinate key information management processes to ensure department wide compliance, and manage associated records repositories to ensure they are up to date
- Monitor information management e-module completion rates in DECC and engage with teams and individuals to ensure that completion rates are maintained at 90% or above
- Assist the Director, Business Services with management of Subject Access Requests and Erasure requests where required

### **Supplier and Contractor Management**

- Provide support to the Director, Business Services and the DECC supplier management group where required
- Represent DECC on School wide Technology services and Campus Services tender processes
- Deputise for the Director, Business Services as Procurement Category Owner and Procurement Lead for DECC; this includes approving new suppliers
- Coordinate DECC response to Procurement monthly 'RAG' reports

### **Financial Management**

- Support the Director of Business Services in setting the annual Central Team budget and quarterly forecasts
- Monitor spending within the set budget
- Carry out monthly transaction checks to ensure accuracy
- Maintain supporting trackers to monitor expenditure against budget (including temp hire trackers, membership and dues tracker)
- Process purchase orders and expense claims

- Manage purchasing card holders for DECC and provide finance process advice and support for DECC

### **Health, Safety and Incident Management**

- Represent DECC at the Health, Safety and Environment Committee
- Ensure sufficient provision of fire marshals and first aiders in the relevant DECC teams
- Act as DECC contact in incidents that may disrupt DECC operations (e.g. emergency estates works, network failure), assessing operational impact for DECC, engaging with stakeholders, and agreeing and communicating a course of action

### **Support Business Transformation**

The School is embarking on an ambitious 5-year Business Transformation plan. In addition to core responsibilities outlined in this document, the role holder will also contribute to School or department wide initiatives. These contributions will be agreed through annual objective setting and review rounds or by agreement with line management. Due regard will be given to available capacity when planning the nature and level of involvement in this area.

#### **KPIs:**

- All core tasks, projects and objectives delivered to a high quality and agreed timeframes
- Evidence of embracing new ideas and using insights and data to continuously improve business outcomes
- Adherence to compliance requirements
- Evidence of employing change management best practice to role model behaviours and support colleagues through change
- Evidence of an in-depth understanding and knowledge of how this role supports the School's objectives
- Evidence of working collaboratively with colleagues and stakeholders to build supportive, trusting and professional relationships with people across the LBS community, whilst having the confidence to challenge assumptions in a respectful yet constructive way
- Evidence of a continuous learning approach to the role, taking responsibility for learning, proactively keeping knowledge and skills current, and sharing learning to help build capability for all
- Evidence of effectively promoting the Central Team and the value we deliver to colleagues, and stakeholders

### **Knowledge/Qualifications/Skills/Experience required**

- Bachelor's degree or equivalent experience
- This may be supported by a specialist qualification
- Excellent communication skills with ability to engage a variety of audiences
- Excellent organisational skills and meticulous attention to detail
- Excellent analytical and problem-solving skills
- Ability to manage multiple internal and external stakeholders
- Excellent project and change management skills with ability to prioritise
- Experience of using software related to own area of specialism to extract, analyse and report on data
- Experience in budget management
- Experience in effectively managing external suppliers/contractors

- Positive experience of working within a customer-services orientated environment

#### Resources including team management

<b>Staff</b>	None
<b>Budgets</b>	Central Budget (1154)
<b>Date to be reviewed</b>	16 November 2023