

# JOB DESCRIPTION

<b>Job Title</b>	<b>Business Systems Manager</b>		
<b>Reports to</b>	<b>Head of Space Management and Development</b>		
<b>Department</b>			
<b>Job Family</b>	<b>Business Services</b>	<b>Level</b>	<b>4</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

The School's Space Management team (SPMT) is a key part of the Estates and Campus Services directorate. The team proactively engage with stakeholders from across the School community to improve both the service offering and the quality of service to all customers. SPMT are the School's knowledgeable experts on space related matters and advise our community on all matters relating to the use of space across the School as well as the systems used to manage customer requests, space allocation and ad-hoc space use.

In addition to this role described below the Space Management Team provide a range of services to the School Community including, managing all bookable space across the School estate ensuring the annual timetables are prepared in good time to support the business needs of Degree Education and Careers Centre, Executive Education, Strategic Events, Research Institutes and all Subject Areas. The team has responsibility for the School's master CAD plans, undertaking all office moves and project related moves as well as working with senior members of Estates and Campus Services on the School's Long Term Office Plan (LTOP) as well as maintaining the central Space Occupancy Schedule (SOS).

## Job Purpose

1. Be a knowledgeable senior member of the Space Management team ensuring that all requests are responded to in a timely and professional manner demonstrating excellent customer service awareness.
2. Develop a strong working relationship with both the Space Management Manager and Space Planning Manager to ensure added operational resilience to support service delivery across the Space Management team and wider Estates and Campus Services departments.
3. Proactively manage the Estates and Campus Services business systems. Including but not limited to CAFM and CMIS systems.
4. As the senior knowledgeable user of these systems create necessary guides and documentation to deliver training to ensure effective use of these systems within the department.
5. Take the lead in translating business needs into potential IT projects making the business case for future projects.
6. Drive major (IT) projects for business improvement across the whole of Estates and Campus Services.
7. Provide operational cover for managerial colleagues and Head of Department as required. Maintain an operating knowledge of both room booking (CMIS) and CAFM (FSI Evolution) in order to provide effective managerial cover.
8. Manage relationships with external suppliers of services and goods to support operational effectiveness of internal IT systems.
9. Be the Knowledgeable systems expert in the department to support training of new staff and seek to continuously improve system use and enhance integration with the department's operational processes.

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

### Key areas of accountability:

#### **Strategy and Planning**

- Contribute to the IT strategy for the School regarding all Estates and Campus Services initiatives, ensuring that plans are aligned to wider departmental strategy and overall School goals.
- Be responsible for defining, implementing and maintaining all IT systems that support the operational running of the Estates & Campus Services Department.
- Ensure that all systems are continuously reviewed to improve quality and effectiveness.
- Contribute to the development of broader operational plans, manage operational plans in own area and enable successful implementation by prioritising and aligning planned activities.
- Contribute to the development of Key Performance Indicators to support the assessment of the quality and efficiency of service delivery.

- Take a leadership role in making recommendations and presenting on business systems to other key stakeholders in the organisation.

### **Partnering and Service Delivery**

- Partner with School departments to understand their business goals and provide them with professional or technical advice, sharing expertise and information to support effective decision-making in relation to ensuring the department are better able to support our customers across the school community.
- Use specialist knowledge and information to diagnose and resolve technical issues within agreed parameters, escalating the most complex where appropriate.
- Represent the Campus Service and Development Department with regards to understanding its business operations and proficiently articulate our needs and requirements to other departments and committees as required.
- Develop and implement an effective approach to managing relationships with the IT and Estates and Campus Services teams.
- Share best practice with IT and Campus Service teams and collaborate where appropriate.
- Work with all department teams to ensure systems meet requirements necessary for successful process execution and day-to-day activities.

### **Analysis and Reporting**

- Process complex data and apply technical knowledge when conducting root cause analysis to identify solutions to complex issues/unique requests from students, colleagues or stakeholders from across the School.
- Extract data from multiple sources, check its integrity and produce reports for use by management.
- Liaise across the team to prepare complex reports to inform review, planning and decision-making.

### **Compliance**

- Provide advice to colleagues and stakeholders on the interpretation of policies and procedures to ensure compliance across the School.
- Apply relevant GDPR and other regulatory legislation to manage all data held in Space Management systems.

### **Supplier/Contractor Management**

- Monitor the quality of work delivered by third-party suppliers and agencies against service level agreements to ensure it is to the required standard, and provide feedback on performance to management. Take action as necessary based on feedback and escalate issue resolution when required.

### **Collaboration**

- Partner, and build strong relationships with relevant areas to ensure good understanding of their business goals and that advice/service delivered meets and exceeds their needs.
- Develop and enhance relationships with stakeholders across the School to facilitate improved communication, support implementation of change programmes, and to monitor the level of satisfaction with service delivery.

- Represent the department to colleagues, stakeholders and cross-School groups, enabling cross-department working, spotting and initiating opportunities to collaborate for best business solutions.

### **Project Management**

- Drive Estates and Campus Service's IT related projects.
- Project manage all Estates and Campus Service's IT related projects.
- Liaise and consult with management on feasibility and impact assessments for both existing systems and any under consideration for future implementation.

### **Financial Management**

- Be responsible for project budgets where you are the Project Manager.

### **Process Improvement**

- Research best practice and review and analyse detailed business models to support senior management in developing and improving policies, processes and systems relevant to a specialist area.
- Liaise with colleagues to ensure the periodic review of all key business systems.
- Ensure detailed and comprehensive end-user system guides are available to support training of staff on all key business systems.

### **People Management**

- No direct reports but you will need to liaise with and manage both internal and external staff resources to undertake project works.
- As the expert systems user within the department, you will be required to direct internal staff on how to operate key systems.

### **Change Management**

- Champion change by role modelling the behaviour expected from all colleagues, and consider the impact of change on all processes, systems and people to ensure appropriate steps are taken for successful implementation.
- Consult with and advise the business on change programmes and initiatives, influencing stakeholders so they become advocates for the change and support its successful implementation.

### **KPIs:**

- Delivery of high-quality service in area of Space and Facilities Management.
- Development of solutions and improvements to complex issues within own area of specialism.
- Production of high-quality reports, with complex analysis to support management decision-making.
- Contribution to cross-School compliance with regulations and legislation.
- High-quality work delivered by third-party contractors and agencies.
- Projects delivered on time, on budget and to quality standards.
- Strong cross-team working relationships with key stakeholders.
- Positive feedback from staff colleagues, faculty and stakeholders.
- Improvements in commercial performance for the team or department.
- Contribution to the development of policies, processes and systems.

### Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- Professional qualification or equivalent experience.
- Excellent communication skills with the ability to engage a variety of audiences.
- Significant experience and working knowledge of CAFM software systems.
- Sound working knowledge of policies, regulations and legislation relating to Facilities Management.
- Excellent analytical and problem-solving skills.
- Ability to manage multiple internal and external stakeholders.
- Ability to negotiate and influence at a senior level whilst maintaining positive relationships.
- Experience of Project Management, particularly leading IT projects.
- Experience in effectively managing external suppliers/contractors.
- Experience of managing and operating financial budgets.
- The ability to build exceptional relationships and influence / negotiate within a complex environment.
- Experience of constructing robust business cases.
- Ability to work in a cross cultural, multi-generational environment.
- Cultural awareness and sensitivity.

### Resources including team management

N/A

<b>Staff</b>	<b>0</b>
<b>Budgets</b>	<b>N/A</b>
<b>Date Updated</b>	<b>20 July 2022</b>