Business Systems Manager
Directorate of Estates & Campus Services

Closing date: 15 February 2018
Interview date: 08 March 2018
Vacancy reference: 6339
INTRODUCTION

The Directorate of Estates and Campus Services operates a range business systems to underpin the vital services it delivers to the University. Our core systems include KxStudent (student accommodation management), Planon (estates operation and maintenance management) and Syllabus Plus (academic timetabling).

We have decided to bring together our specialist systems resource into a single, unified team which will service all colleagues across the directorate and will work in very close collaboration with IT Services and the Business Intelligence Unit to shape and deliver a new information strategy for the directorate.

The Business Systems Manager will build and lead a team of systems specialists to provide an effective support service, adopt common control processes for all new developments, strengthen the team’s capacity to turn data into management information, and work very closely with all teams across the business to help deliver the all-digital vision that we have adopted for the directorate.

The team will provide a highly effective service management function, end-user technical support and oversee the day-to-day operation and maintenance of our enterprise systems, working in partnership with key business owners. The team will also work on new initiatives and projects to investigate new system functionality, by testing, upgrading and further developing our business systems and their associated processes.

Stephen Talboys,
Director of Estates and Campus Services
Main purpose of the role

The Directorate of Estates and Campus Services operates a range of enterprise systems to underpin the vital services it delivers to the University, including Planon (space data, maintenance and room bookings management), Syllabus Plus (timetabling services), KxStudent (student accommodation), KxParcels (parcel delivery), Imprest (project management), Kronos (attendance and timekeeping) and other specialist estates management solutions.

The post-holder will lead the DECS Business Systems team and line manage its team members, initially comprising senior business analysts (G6) and business analysts (G5). The post-holder is responsible for delivering the DECS business systems strategy by delivering projects to agreed timescales, scopes and budgets. Furthermore, the post-holder is responsible for the smooth operation of these enterprise systems by checking interfaces, data-flow and accuracy, analysing problems and providing solutions, liaising with internal and external stakeholders as necessary. Finally, the post-holder is responsible for providing colleagues across the department and University with accurate and timely management information and data analysis and visualisation services to underpin decision making.

The post-holder will develop partnerships with process owners across the directorate and University, to identify, develop and deliver enterprise systems enhancements which will improve the University’s efficiency and effectiveness. The role holder will oversee these developments in a project management capacity, working closely with IT Services and business users to enhance current integrations and interoperability.

The role will maintain the good relationship the University has with its enterprise systems suppliers. Developing contacts with other business system managers and representing the University at user group meetings will be key to meeting the requirements of the role and to influencing the product roadmaps of enterprise systems in the sector.

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

- Lead a highly effective business systems function, by developing and utilising effective change control procedures, ensuring smooth operation of systems during maintenance and enhancement periods. Work with internal and external key stakeholders to ensure a systematic, well-controlled approach to systems change.
- Work closely with IT Services and relevant stakeholders to project manage the introduction of new features and services. To seek and maintain support and involvement of process owners and end-users throughout the lifecycle of these projects, ensuring that the enterprise systems support the needs of the business effectively.
- Establish and deliver an approachable, agile and efficient end-user support service, including systems assistance and training provision to support users of DECS’ business systems.
- Develop, enhance and deliver the DECS business systems strategy to identify the need for new and enhanced systems and/or technologies and contribute to the development and implementation of new services, doing so in a manner that is supportive of the University’s information strategy. Provide recommendations on priorities for areas of systems development.
- Plan and prioritise the workload of the DECS business systems team, in consultation with process owners and service leads.
- Actively manage relationships with key stakeholders maintaining user engagement throughout, to ensure business requirements are well understood.
- Plan communication of business systems changes, deliverables and project activities to internal and external audiences.

JOB DESCRIPTION

At a glance

Salary Grade 7—£38,832-£47,722 per year

Hours of work Full time—37 hours per week

Contract type Open

Based at Heslington Campus West
JOB DESCRIPTION

- Deliver strategic/high profile projects such as the replacement of existing systems or the introduction of new services.
- Oversee governance arrangements to develop and implement appropriate groups and networks within the University to communicate and support the operation and improvement of research information systems.
- Identify potential problems or deficiencies with the way DECS operates its business systems and secure support for appropriate action.
- Analyse business processes, making complex assessments of impact on business systems, achievability and sustainability.
- Evaluate complex issues and weigh up conflicting opinions to achieve a mutually satisfactory outcome when presented with conflicting development requirements for the research information systems.
- Deliver an effective data analysis and management information provision service to enable management to make decisions based on accurate and timely information and intelligence unlocked from its business systems and well-visualised through a range of tools such as Business Objects, Tableau and arcGIS.
- Make informed operational and strategic judgements, act in very short time-scales when urgent changes are required (for example for statutory reporting) or when major issues arise (failed processes).
- Maintain awareness of data integrity issues and proactively prevent process failures, raising software issues with the supplier as required.
- Offer accurate advice to staff on correct use of business systems.
- Significant influencing and negotiating role, from a position of sound knowledge and authority, e.g. to ensure positive adoption of PURE, Worktribe and Research Professional and their related business processes, and to persuade senior colleagues of the benefits of incorporating these systems into existing/planned processes.

The above range of duties is not exhaustive and is subject to change. The post-holder may be required to undertake other activities within the scope and grading of the post.

Very occasionally, the post holder may be required to work out of normal hours or at the weekend to implement new systems or upgrades to minimise disruption to the University community. To fulfil the service obligations of the department, working arrangements are managed to ensure operational cover for critical IT systems during normal working.
## PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Degree level qualification</td>
<td>Essential</td>
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<tr>
<td>Recognised project management qualification (such as PRINCE)</td>
<td>Desirable</td>
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<tr>
<td>Recognised IT Service Management qualification (such as ITIL)</td>
<td>Desirable</td>
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<tr>
<td>Evidence of recent, relevant professional development</td>
<td>Desirable</td>
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### Knowledge

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<th>Knowledge</th>
<th>Essential / Desirable</th>
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<tr>
<td>Detailed knowledge and understanding of one or more business systems designed to manage student accommodation, academic timetabling, estates operation and maintenance, attendance and timekeeping</td>
<td>Essential</td>
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<td>Knowledge of IT service delivery / end-user support service delivery</td>
<td>Essential</td>
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<td>Good understanding of business processes utilised in professional support services in Higher Education</td>
<td>Essential</td>
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<td>Knowledge of managing relationships with stakeholders and suppliers</td>
<td>Essential</td>
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<td>Knowledge of relational database design and exploitation</td>
<td>Essential</td>
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<td>Detailed knowledge of other business systems utilised within estates services within the public or private sector</td>
<td>Desirable</td>
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<td>Good understanding of the wider Higher Education landscape and the role of an estates and campus services function therein</td>
<td>Desirable</td>
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### Skills, abilities and competencies

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<th>Essential / Desirable</th>
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<tr>
<td>Project management skills</td>
<td>Essential</td>
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<td>Business systems analysis skills</td>
<td>Essential</td>
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<td>Software testing and deployment using appropriate control measures</td>
<td>Essential</td>
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<td>SQL</td>
<td>Essential</td>
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<td>SQL Server Integration Services</td>
<td>Desirable</td>
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<tr>
<td>Scripting (in one or more languages)</td>
<td>Desirable</td>
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<tr>
<td>Data analysis / mining to to produce management information</td>
<td>Essential</td>
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<tr>
<td>Excellent communication skills</td>
<td>Essential</td>
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<tr>
<td>Excellent influencing and networking skills</td>
<td>Essential</td>
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## PERSON SPECIFICATION

### Experience

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<th>Requirement</th>
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<tr>
<td>Experience working a Higher Education environment</td>
<td>Essential</td>
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<td>Experience of leading a team and managing others</td>
<td>Essential</td>
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<td>Experience of preparing reports, user supporting materials and policies for a variety of stakeholders in a variety of formats (printed, web, video)</td>
<td>Essential</td>
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<td>Experience of working within a service management framework such as ITIL</td>
<td>Desirable</td>
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### Personal attributes

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<tr>
<td>A commitment to customer-service excellence</td>
<td>Essential</td>
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<td>Tactful, diplomatic and sensitive to the needs of others</td>
<td>Essential</td>
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<td>Motivational leadership style with strong team building skills</td>
<td>Essential</td>
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<td>Willing to be flexible in response to the changing needs of the role</td>
<td>Essential</td>
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<td>Supportive of innovation and committed to the team’s professional development</td>
<td>Essential</td>
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<td>A highly collaborative approach to all areas of responsibility</td>
<td>Essential</td>
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### Additional personal attributes

The Directorate of Estates and Campus Services (DECS) has developed a set of core values that promote dignity and respect for all. All members of DECS are expected to adhere to these values and therefore the following personal attributes are essential. A full copy of our values can be found on our website: [DECS values](#).

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<thead>
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<th>Attribute</th>
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<tbody>
<tr>
<td>Be honest, consistent and fair in all dealings with colleagues and be welcoming and inclusive to others.</td>
<td>Essential</td>
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<td>Have strong team spirit and pride in your standard of work.</td>
<td>Essential</td>
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<tr>
<td>Value colleagues and support their commitment to behaviour that is consistent with DECS core values.</td>
<td>Essential</td>
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Our mission within the Directorate of Estates and Campus Services (DECS) is to create an excellent environment in which to live and learn.

Our role is 'to provide services and facilities to the core business of the University and the wider University community’. We monitor service levels, ensuring that we deliver these safely, to a high quality, and in a timely manner to meet the University’s operational needs.

DECS is split into 5 main areas of service delivery:

**Estates Operations:** Are responsible for the maintenance of the University’s Buildings and Grounds, meeting environmental sustainability objectives including the efficient provision of utility supplies and the management of the University’s property portfolio. Estates Operations ensure that the University's Estate meets statutory compliance requirements.

**Estates Development:** Manage new building projects and the refurbishment of existing buildings to meet the needs of the University.

**Facilities Service Delivery:** Provide operational services including cleaning, receptions, mail room services and telephony.

**Space management:** Oversee the allocation of University space through managing the University’s residential accommodation service, learning spaces (timetabling, room bookings and audio visual technology), space audit and planning activity.

**Administration services:** Operate the Facilities Helpdesk and provide services for recruitment, training and general administration in support of the other DECS teams.

The overall service levels are monitored by our Facilities Managers who provide the link between DECS service providers and University Departments.

DECS is the largest of any of the University Departments and we appreciate that successful service delivery can only be realised through motivated staff. To this aim DECS has developed a set of core values that promote dignity and respect for all. All members of DECS are expected to adhere to these values. A full copy of the values can be found at: DECS Values

Finally DECS is developing a Quality Management System that will promote an environment that encourages continuous improvement. All members of DECS are encouraged to examine the services we deliver and look at ways of making them better and more efficient.
THE UNIVERSITY

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2017 it is the home of more than 17,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world’s leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and one of just six post-war universities which appear in the world top 100 (2013-14) and 15th in the Times & Sunday Times league table (2016). The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding 12 awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we’ve worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University aims to offer a nurturing and supportive environment as an employer. Flexible working hours, nursery facilities, childcare vouchers, cycle to work scheme, generous holidays and an attractive pension scheme all make the University of York one of the region’s leading employers.

For further information please visit our employee benefit pages.
The City of York

Internationally acclaimed for its rich heritage and historic architecture, York's bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford's Tower and the Shambles - just a few of the many attractions.

But York isn't just a great place to visit - it's also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit www.visityork.org for more information on the city of York

Shopping, culture and entertainment

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location

York is one of Britain’s best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King's Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 6339
- Complete the online application form

You will need to submit your completed application by midnight (GMT) on 15 February 2018

What will I need?

We will ask you for details of:
- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and / or by answering questions.

Help and assistance

Direct any informal queries to Walter Van Opstal, Timetabling Services and Space Systems Manage, 01904 324030, walter.vanopstal@york.ac.uk

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk
+44 (0)1904 324835