

## Candidate Information

**Position:** Business Services Team Leader  
**School/Department:** Learning and Teaching Support  
**Reference:** 21/108731  
**Closing Date:** Monday 19 April 2021  
**Salary:** £41,526 - £51,034 per annum  
**Anticipated Interview Date:** Thursday 6 May 2021

### JOB PURPOSE:

To co-ordinate the Learning and Teaching Support Division's, Business Services Team, on the analysis, design, development, and delivery of online business systems and student recruitment management applications.

### MAJOR DUTIES:

1. Consult, advise, and work closely with business units, support areas and senior management from around the University to identify business needs and to assist in moving core business processes online.
2. Work closely with senior University managers to agree and implement Change Management processes. This would include specifying and co-ordinating the integration and embedding of new solutions, including developing and/or delivering training and support frameworks and liaising with the directorate Service Desk on service delivery.
3. Oversee and carry out the lead role in the analysis, design and delivery of agreed services that support the University cycle of business, ensuring system integrity while delivering a common user experience. (These services will include development for or integrations with Microsoft Dynamics 365, Microsoft Office 365 and the Microsoft SharePoint environment including SharePoint online).
4. Plan and coordinate Service development and integration with other directorate Teams.
5. Work closely with other University areas to specify services and manage projects. This will involve scheduling the work of interdisciplinary teams drawn from staff from across the University.
6. Have a clear understanding of how the Microsoft product stack can be used to best meet the University's core business process, analytical and reporting requirements.
7. Play a strategic role by prioritising application developments that best leverage university data sources to present relevant and timely information to targeted University audiences/groups.
8. Plan and co-ordinate the activities of a small team of staff managing and scheduling their activities and overseeing the development needs of the team.
9. Ensure the consistency, robustness, integrity and security of any developed solutions or system integrations. Solutions should conform to industry standards and legal obligations (e.g., Access control mechanisms, GDPR, Accessibility legislation).
10. Have primary responsibility for the administration, configuration, maintenance and review of the services and facilities developed within the Business Services Team, including managing requests for change.
11. Be responsible for the team's project management activities and documentation including Senior Management reports on current/potential projects, providing relevant statistics, and agreed KPIs.
12. Keep a technology watch, analysing current trends in technology especially those applied to the Higher Education sector and communicating any potential benefit to the University.

### Planning and Organising:

1. Contribute significantly to the strategic aims and associated operational and action plans of our core University policies and strategies.
2. Plan, co-ordinate, and schedule workload/activities within remit to ensure that objectives (short/medium/long term) are achieved.
3. Oversee a number of projects to ensure each is delivered on time and within budget to meet the business needs of the University.

4. Contribute to resource and budget planning.

**Resource Management Responsibilities:**

1. Responsible for managing time and workload to fulfil the duties of the post, which have University wide impact.
2. Ability to plan and manage the workload of others in achieving project aims, objectives and deliverables.
3. Apply specialist knowledge and techniques gained through broad understanding and experience relating to the Microsoft product stack.
4. Mentor and advise staff at a range of levels who are involved in any associated project teams.
5. Contribute to resource and budget management.

**Internal and External Relationships:**

1. Represent and promote the area both internally and externally to ensure that issues are appropriately represented and acted upon.
2. Contact with other areas of the University to develop new and improved processes and support systems and services.
3. Advise and influence key stakeholders across the University, at a range of levels including senior management.
4. Liaise with key service users from across the University to establish and implement strategic requirements and priorities.
5. Meet regularly with the project team to discuss progress and give direction.

**ESSENTIAL CRITERIA:**

1. 1. A degree in a related subject (or equivalent) with at least 3 years relevant work experience in the management and development of IT solutions  
Or; At least 5 years relevant vocational experience in the management and development of IT.
2. At least 2 years' experience of developing and managing online CRM solutions.
3. Recent experience of designing and supporting business solutions in Microsoft SharePoint 2010 and above, including SharePoint Online.
4. Direct professional experience of Microsoft SQL Server administration in the support of online business services
5. A high level of knowledge of the application of Microsoft Office 365 technologies to support business solutions.
6. Experience of implementing change by effectively exploiting digital technologies to underpin, enhance, and support business processes.
7. Experience of the application of a project management framework (e.g. Prince 2) in the management of projects.
8. Good team working skills with the ability to oversee staff, assign tasks to ensure work is completed to the required timescales and standards.
9. Experience in dealing with and influencing a wide range of customers and stakeholders at all levels in an organisation, including senior management.
10. Excellent oral and written communication skills and the ability to deal with senior colleagues.
11. Ability to bring a creative and flexible approach to resolving problems.
12. Willingness to work flexibly to meet the requirements of the post.

**DESIRABLE CRITERIA:**

1. At least 2 years' experience of developing and managing online solutions using Microsoft Dynamics CRM (2013 upwards).
2. Experience in a live service environment of the setup, management and maintenance of Microsoft SQL Server
3. Experience of deploying, managing, and maintaining business solutions in Microsoft SharePoint 2010 and above, including SharePoint Online.
4. Experience of using web services and modern data import technologies.
5. Experience of integrating third party products with both Microsoft Dynamics 365 and Microsoft SharePoint.
6. Experience developing Reporting Services/Power BI reports.
7. A Project Management qualification (e.g., Prince 2).
8. ITIL Foundation qualification.