Job profile

Post Directorate Business Manager (grade E2)

Directorate Access, Learning & Outcomes (ALO)

Line Manager Director of ALO

Purpose To co-ordinate and ensure the smooth running of operations within the directorate; to co-ordinate and implement directorate planning; to programme work and manage workflows within the directorate; to lead on the development and improvement of processes within the directorate and, where appropriate, the wider organisation.

Key responsibilities

1. Co-ordinate and implement directorate planning processes, ensuring a clear understanding of forward work objectives and a planned response to these.

2. Co-ordinate and ensure the smooth running of operations within the directorate. This will include developing clear and robust processes for the handling of day-to-day work across the directorate, including agreeing approval routes, setting Service Level Agreements and developing performance reporting.

3. Act as a key contact for the directorate with internal and external stakeholders, managing SFC’s interests and ensuring a professional and timeous response to requests for engagement, advice and support.

4. Lead the establishment of systems and processes that will produce management information which will help ensure workflows and deadlines are managed.

5. Report regularly to the Director, and wider Directorate Leadership Group, on operational performance.

6. Develop and implement an agreed approach to records management and retention across the Directorate, ensuring full compliance with SFC’s corporate policies.
7. Ensure the implementation of key colleague-facing processes such as on-boarding, objective setting, performance management and annual leave planning across the directorate.

8. Work with and to support the development of the Directorate Leadership Group and its approach to working, planning and implementation.

9. Work with other key contacts in the organisation to help manage the flow of business in the directorate and help ensure that deadlines are met.

10. Provide leadership and line management support to colleagues as appropriate.

Skills, qualifications and experience

**Essential**

- High-level oral and written communication skills.
- Highly developed interpersonal skills, with the ability to form effective relationships at all levels in order to generate confidence, respect, collaborative working and openness to change.
- Excellent organisational and project management abilities to respond to a diverse and changing workload while maintaining a high degree of attention to detail.
- A good track record of working with others to improve operational effectiveness and to help create a high performing culture within and across teams.
- Ability to work at pace, using a range of skills to secure momentum, change and positive outcomes.
- Experience of using IT systems – such as MS Teams, trackers, shared mailboxes etc – to streamline and make more effective the handling of work across teams.
- Proven ability to analyse, understand and respond to complex issues in an appropriate manner, demonstrating good judgement in a politicised environment.
- A resilient, positive and flexible approach.

Status of Job Profile

This profile has been created to describe, in outline, the nature of appointments at this level. It is an indicative document and the exact nature of these duties will vary with time and from post to post. Post holders will be expected to carry out any work that is commensurate with their grade or that may reasonably be required of them.

**Committed to equality of opportunity**