



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

Business Improvement Officer, Facilities Directorate



Salary: Grade 6 (£27,511 – £32,817 p.a.)

Reference: FDEST1151

Closing date: 13 October 2019

Facilities Directorate

Are you looking for an exciting new challenge? Do you have an eye for detail? Do you have the passion to make a difference and drive continual improvement?

You will work closely with colleagues across the Facilities Directorate to provide a full range of project management duties relating to system development and process improvement. You will have a direct impact on the enhancement and efficiency of Facilities Directorate services provided across the University, affecting both internal and external stakeholders.

You will have excellent project management skills with the ability to initiate process improvements and manage the cycle through to implementation. You will also have excellent communication skills with the ability to interact with a wide range of stakeholders to develop effective relationships.

What does the role entail?

As a Business Improvement Officer your main duties will include:

- Undertaking project management duties in relation to a varied portfolio of system and process related projects;
- Identifying process improvements across the Facilities Directorate to drive efficiency and accuracy improvements;
- Taking ownership for assigned projects from initial scoping through to embedding process improvements, ensuring stakeholders are fully updated throughout;
- Being responsible for directing resources, as appropriate, to ensure that the project deliverables are on time, within budget and at the required level of quality;
- Identifying and managing associated project risks, evaluating the outcomes and providing data to evidence improvement;
- Be the central point of contact with regards to any development that is required to software systems relating to the projects you are working on;
- To support the development, monitoring and evaluation of service level agreements and standards for services within the Facilities Directorate.



These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.

What will you bring to the role?

As a Business Improvement Officer you will have:

- Experience of managing and monitoring multiple projects simultaneously, being responsible for directing resources as appropriate to ensure that the project deliverables are on time, within budget and at the required level of quality;
- Experience of balancing the project needs of the task and team alongside proven ability to vary your project management style to suit the situation;
- Experience of project managing system and process developments and reviews involving multiple teams, organisations alongside multiple integrated systems;
- Excellent communication and interpersonal skills, with the ability to inform, persuade, negotiate and influence others;
- Excellent organisational and time management skills, with proven ability to prioritise workloads and work under pressure to meet demanding deadlines;
- A commitment to providing an excellent customer service, with an understanding of the commercial environment within Higher Education;
- Computer literate with experience of using Microsoft Office: Outlook, Excel, Word, Access.

You may also have:

- A project management qualification;
- A continuous improvement qualification, for example Lean;
- Experience of writing service level agreements.

How to apply

You can apply for this role online; more guidance can be found on our [How to Apply](#) information page. Applications should be submitted by **23.59** (UK time) on the advertised [closing date](#).



Contact information

To explore the post further or for any queries you may have, please contact:

Lynne Cubbon, Business Development Manager

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Additional information

Working at Leeds

Find out more about the benefits of working at the University and what it is like to live and work in the Leeds area on our [Working at Leeds](#) information page.

Candidates with disabilities

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our [Accessibility](#) information page or by getting in touch with us at disclosure@leeds.ac.uk.

Criminal record information

Rehabilitation of Offenders Act 1974

A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.

Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.

