CANDIDATE BRIEF

Business Systems Manager, Commercial and Campus Support Service

Salary: Grade 8 (£41,526 – £49,553 p.a.)

Reference: FDCCS1277

Closing date: 18 November 2019

We will consider job share and flexible working arrangements

Business Systems Manager (Print and Mail Room Service)
Commercial and Campus Support Services

Do you have significant experience of technological developments in the print industry? Are you passionate about delivering a professional, high quality and commercially focused print service? Do you have strong communication and influencing skills and a drive for working collaboratively to deliver a high quality service?

We are seeking an experienced, highly motivated and pro-active Business Systems Manager to play a lead role in the delivery of Print, and Mail Services to University staff, students, visitors and external partners. Working closely with the Business Manager, you will be responsible for delivering a professional, high quality and customer focused service to customers within the University and external partners.

Your role will involve setting the direction of the service and developing a strategic plan, alongside revolutionary workflows to ensure more throughput and automation. You will have experience of delivering change and creating a culture of continuous improvement.

PCB's future vision is to build networks and relationships with partners in the city to deliver an effective and efficient service, in line with the strategy that you will help to shape. You will be actively involved in creating a seamless Print, Copy and Mail service, identifying new methods of printing, finishing and delivery to provide the University with up-to-date innovation.

You will have significant experience of leading and managing staff, with the ability to influence and balance strategic and operational priorities. You will be responsible for overseeing the successful delivery of complex projects namely web to print and a new MIS for the service. You will also have strong communication skills, with an ability to interact with people at all levels, both internally and externally and you will thrive on working in a complex environment within in a world-class organisation.

What does the role entail?

As a Business Systems Manager your main duties will include:
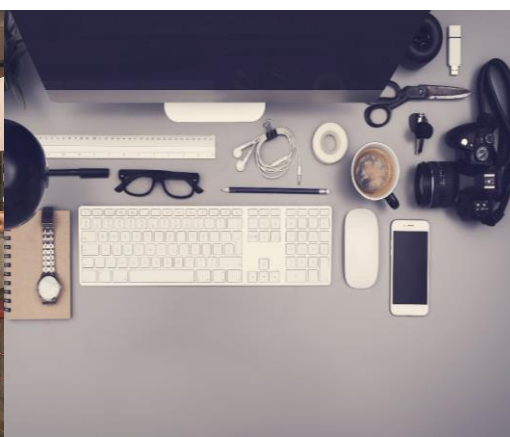
- Leading the delivery and development of a new web to print service across the University, playing a key part in its roll out;
- Managing risks and opportunities for print and mail services, including business continuity, collaboration, and income generation both internally and externally to the University;
- Leading change management of the service internally and externally, including the planning, delivery, and implementation of a full rebrand of the service;
- Overall responsibility for the management of staff, budget, and resources;
- Tendering, negotiating and securing new and existing business, working collaboratively with the Business Manager to produce robust service level agreements for all customers;
- Identifying new processes and procedures to sit alongside new technology, whilst reviewing the service model to ensure it is fit for purpose and can sustain improved levels of productivity;
- Creating a full suite of training on new systems and processes which will be delivered to staff, as well as internal and external stakeholders;
- Develop and improve stock control and buying patterns;
- Developing and maintaining proactive working relationships with senior stakeholders, in order to ensure ability to influence decision making relating to digital print and mail;
- Building and maintaining new relationships both internally and externally to change the service's current model of printing litho to shorter digital print runs whilst supporting University-wide initiatives and ensuring best practice;
- Responsibility for ensuring service performance is measured, monitored, and benchmarked, presenting information and writing reports that will be addressed to senior management;
- Promoting and delivering leadership and management responsibilities in accordance with the University's Leadership Excellence Behaviours Framework and upholding Commercial Services and University values through personal example and working practices.

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 Systems Manager you will have:

- Excellent IT skills with experience of using a range of computerised information systems;
- Significant experience working in a leadership role in a print environment, commercial or institutional, including the management of staff;
- Significant working knowledge of digital print processes and streamlined workflows;
- Awareness of new and developing print technologies;
- Strong communication skills, with an ability to interact with people at all levels, both internally and externally;
- Experience of managing resources including staff costs and consumables, working with colleagues to set and agree annual budgets and forecasts;
- Excellent organisational skills and attention to detail with the ability to articulate business cases, capture requirements, and translate into deliverable objectives for the Print & Copy Bureau;
- Ability to prioritise plan and organise own work and the workloads of others effectively, working under pressure to meet challenging deadlines;
- Ability to solve complex problems and resolve difficult situations using initiative and sound judgement;
- A proven ability to lead and manage staff effectively and to create an environment where staff are motivated and supported to achieve service/ organisational goals;
- Experience of change management and performance improvement;
- Ability to demonstrate behaviours in line with University and Commercial Services Values.

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.
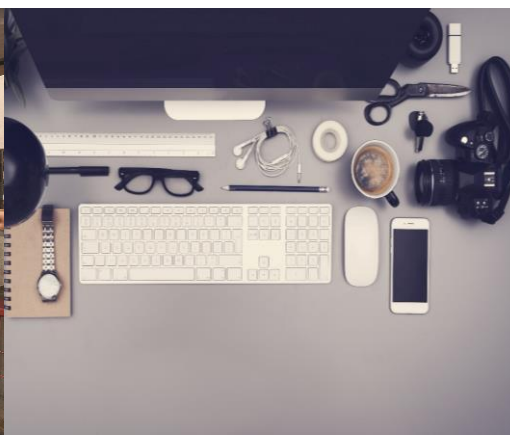
Contact information

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

Lisa Mitchell, Business Manager
Tel: 0113-34-33939
Email: l.mitchell@leeds.ac.uk

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.