



UNIVERSITY OF LEEDS

CANDIDATE BRIEF

**Departmental Business Manager, Management and Organisation
Department, Leeds University Business School**



Salary: Grade 7 (£39,105 – £46,485 p.a. depending on experience)

Reference: «Reference»

Ongoing/Full Time

Location: On Campus (with some scope for hybrid working)

Departmental Business Manager Management and Organisation Department Leeds University Business School

Leeds University Business School stands as a globally recognised institution, bringing together a diverse community of nearly 5,000 students and 450 staff members from around the world. The School is comprised of seven academic departments and supported by a range of professional service functions that operate within or in alignment with the School.

The role of Departmental Business Manager within the Management and Organisations Department is a pivotal leadership position, responsible for ensuring the efficient coordination and smooth execution of administrative operations. This role is integral to advancing process improvements and system enhancements, while directly supporting the Head of Department in achieving both academic and operational objectives.

Furthermore, the Departmental Business Manager plays a critical role in driving strategic initiatives, optimising resources, enhancing communication internally and externally, and cultivating a collaborative and positive work culture.

This is a rewarding, proactive position where you will work independently and act as a key link with stakeholders, supporting partnerships which enhance research, education and engagement activities within the Department. You will also take on the line management and development of the small Departmental Administration Team, fostering a positive, supportive work environment.

You will be the main service contact for the Department, liaising closely with key functions such as HR, Facilities, Finance, Student Education and Marketing, to ensure the Department complies with legislative and university procedures and policies.

With proven experience in managing and refining complex administrative systems, you will also bring expertise in data management and information handling. The ability to navigate change, manage a demanding workload, and prioritise and delegate effectively and appropriately is essential. Strong communication skills are paramount, enabling you to build and manage networks, establishing effective working partnerships, dealing diplomatically and sensitively with a wide range of people, and maintaining confidentiality at all times.



Main duties and responsibilities

- Leadership and Management:
 - Lead, manage, and develop the administrative team.
 - Delegate tasks effectively and ensure the professional development of administrative staff through training and performance reviews.
 - Work in collaboration with other Departmental Business Managers to share best practice and develop cross-Faculty solutions.
 - Contribute to the culture and positive impact of both the Department and the wider Faculty.
- Administrative Support:
 - Provide comprehensive administrative support to the Head of Department, including diary management (if required) meeting coordination, and preparation of documents.
 - Oversee the administration of departmental meetings, committees, and events, ensuring accurate record-keeping and follow-up on action items.
 - Support academic staff with administrative tasks e.g. purchasing, recruitment and booking travel, providing guidance on policy and training where necessary.
 - Lead or participate in projects aimed at improving administrative efficiency and effectiveness.
- Operational Management:
 - Ensure the efficient operation of the department's administrative processes, ensuring they run efficiently and align with Faculty and University policies and procedures.
 - Promote a culture of continuous improvement within the Department, identifying opportunities to streamline processes and enhance service delivery.
 - Manage departmental resources, including space, budgeting, financial monitoring, and procurement of supplies and services.
 - Support the Head of Department with the annual Workload allocation process.



- Act as the main HR contact into the Department, supporting with recruitment and the monitoring of induction, probation, SRDS and promotion.
- Policy, Compliance and Risk:
 - Ensure departmental compliance with university policies and procedures, including health and safety regulations, data protection, and equity and diversity policies.
 - Identify and escalate risks, implementing mitigation strategies as needed.
- Communication and Liaison:
 - Act as the primary point of contact for internal and external stakeholders, including students, academic staff, professional services, and external partners.
 - Manage and direct internal/external communications including the Department's web presence, working closely with the Faculty Communications and Marketing teams.
 - Represent the Department in meetings and committees, as required.
- Strategic Planning:
 - Assist the Head of Department in strategic planning and the implementation of Departmental/Faculty objectives.
 - Contribute to the development and review of strategic objectives, providing administrative insights and support and identifying areas for improvement.
- Project Management:
 - Coordinate and manage departmental projects including conferences and events, ensuring timely and successful completion.
 - Monitor project progress, prepare reports, and communicate updates to relevant stakeholders.

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.

Qualifications and skills



Essential

- Significant demonstrable experience in an administrative management role, working in a large complex organisation;
- Proven experience of leading teams and staff management, effectively supporting and guiding the work of others, acting as a point of expertise within the team or service;
- Strong organisation, prioritisation and decision-making skills with the ability to work on own initiative and as part of a team;
- Flexible and self-motivated with a proven track record of managing multiple priorities;
- Exceptional communication skills, both written and verbal, with an emphasis on attention to detail;
- Strong interpersonal skills - being able to build and maintain successful internal and external relationships and networks;
- The ability to work within a team and with wider stakeholders, both collaboratively and cooperatively;
- Excellent IT Skills and knowledge of Microsoft applications such as Teams and SharePoint.

Desirable

- Experience of working in Higher Education and understanding of its regulatory environment;
- Evidence of project management skills or a recognised project management qualification.

Additional information

Working at Leeds

We are a campus-based community and regular interaction with campus is an expectation of all roles in line with academic and service needs and the requirements of the role. We are also open to discussing flexible working arrangements. To find out more about the benefits of working at the University and what it is like to live and work in the Leeds area visit our [Working at Leeds](#) information page.

Our University and School



As an international research-intensive university, we welcome students and staff from all walks of life. We foster an inclusive environment where all can flourish and prosper, and we are proud of our strong commitment to student education.

At Leeds University Business School we work hard to ensure that our shared University values (collaboration, compassion, inclusivity and integrity) guide all our activities. We are committed to developing our culture so that we are able to work together to deliver our purpose to “make an exceptional impact on the economy, society and the planet”. We aim to do this by pursuing our goals of developing innovative solutions for society and building a community of responsible leaders.

Everyone at the Business School has a part to play in realising this vision - whether you are involved in education, research, external engagement or professional support. Everyone has skills, knowledge, talent and experience of value - we all have something to offer and we all have a part to play in contributing to collective success. This is at the heart of who we are and how we treat one another. We want all colleagues to feel excited about going to work, to feel valued, to be challenged, to feel part of something bigger and to have fun along the way. To make this a reality we expect all colleagues to champion our shared values, to help us to strengthen our culture and to contribute to our common purpose.

We are dedicated to diversifying our community and we welcome the unique contributions that individuals can bring, and particularly encourage applications from, but not limited to Black, Asian, people who belong to a minority ethnic community; people who identify as LGBT+; and disabled people. Candidates will always be selected based on merit and ability.

Information for disabled candidates

Information for disabled candidates, impairments or health conditions, including requesting alternative formats, can be found under the ‘Accessibility’ heading on our [How to Apply](#) information page or by getting in touch by [emailing HR via hr@leeds.ac.uk](mailto:hr@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.

G7 - Please note that this post may be suitable for sponsorship under the Skilled Worker visa route but first-time applicants might need to qualify for salary concessions. For more information, please visit [the Government's Skilled Worker visa page](#).

