

Leeds Beckett University – Job Description

Ref:

School/Service	Library and Learning Services
Section	Business Support and Administration
Post Designation	Business Support Officer
Grade	5
Post to which directly responsible	Director of Library and Learning Services
Posts for which directly responsible	Direct report: Business Support Administrator
Purpose of Job	
<p>To co-ordinate the delivery of Library and Learning Service's approach to quality and planning, workforce development and business administration.</p> <p>To co-ordinate day to day operations, providing expert guidance, administrative support and keeping abreast of, and informing the Leadership Team, of changes in legislation, HR practices and University wide policies.</p> <p>To provide high-level administrative support and assistance to the Director of Libraries and Learning Services and co-ordinate support to the broader leadership team.</p>	
Responsibilities	
<ol style="list-style-type: none"> 1. To co-ordinate the development, implementation, monitoring and reporting of the LLS Plan and annual operational plans. 2. To co-ordinate LLS's approach to quality management, with oversight of the risk register and to foster a culture of continuous improvement and innovation. 3. To work with the Director, supporting the development and delivery of the workforce development plan, ensuring access to high quality onboarding, training and development, and succession planning to meet the Library Plan goals. 4. To oversee, track and report on staffing activities including the profile, recruitment activities, PDR cycle in collaboration with HR. 5. To develop, maintain and manage administrative functions, common systems and facilities within the office. 6. To co-ordinate and provide administrative support of financial operations, corporate information systems and compliance. 7. To provide administrative support for the Director, including for example preparing reports, documents and draft responses to correspondence, ensuring efficient coordination, communication and liaison between the Director and colleagues within the University, and external contacts. 8. To co-ordinate and deliver administrative support to key governance meetings, including pre-meeting activities, preparation of agenda and agenda items, minuting of meetings and taking follow-up action. 9. To ensure the provision of high-level administrative support to the Director including daily briefings on activities and tasks, effective diary management, arranging meetings and appointments, dealing with mail, word-processing, providing refreshments and hospitality, making travel arrangements and dealing with telephone and reception enquiries. 10. To co-ordinate support to other members of the Leadership team, as required by the Director, at times of peak workload and during periods of staff leave/absence. 11. To represent Library and Learning Services in a positive and professional way, participating in library and university activities such as clearing, open days, welcome, graduation and other relevant events. 12. Other duties commensurate with the grade and post as agreed with the Director of Libraries and Learning Services. 	
Equal Opportunities	

<p>We are committed to providing a non-discriminatory and harassment-free working environment for our employees. All postholders are expected to have due regard for those policies when carrying out their duties.</p>
<p>Health, Safety and Wellbeing</p>
<p>You will maintain and champion a positive attitude to Health and Safety in carrying out personal responsibilities and co-operate with Health & Safety policy/local rules/Codes of practice.</p>
<p>Physical Conditions</p>
<p>The postholder will work on a hybrid basis, with home working and on campus working (City Campus and Headingley Campus)</p>
<p>Relationships</p>
<p>The post holder will be responsible to the Director of Library and Learning Services. They will work with staff at all levels within the service, wider University and externally as needed.</p>
<p>Terms & Conditions</p>
<p>Terms & Conditions of Service are as determined by the Vice-Chancellor for Support staff (within a framework set by the Board of Governors), and will have regard to any national recommendations arising from negotiations between the Universities and Colleges Employers Association (UCEA), and the recognised trade unions in so far as these are adopted by the Board / Vice-Chancellor.</p> <p>Salary is currently within Grade 5 (£). On appointment staff will normally be placed on the first point of the substantive grade for the post. Appointment above this will only be on an exceptional basis and subject to approval in line with our University's Pay Policy.</p> <p>Annual leave entitlement begins at 28 days Hours of work per week = 37.</p>
<p>Probationary Period</p>
<p>Appointment to this position may be subject to a probationary period of up to 6 months, in line with our probationary policy. A copy of our probationary policy is available on our website or on request from Human Resources.</p>
<p>Pre-employment Health Assessment</p>
<p>Our University aims to ensure that all employees are placed in a job that is compatible with their health and physical abilities. In accordance with the Equality Act, questions relating to health are asked following an offer of appointment. All offers of appointment are subject to pre-employment health assessment.</p>
<p>Closing Date</p>
<p>xxx (midnight)</p>
<p>Please complete an online application. If you are unable to complete an online application, please contact the HR Recruitment Team on either 0113 8121821 or HRrecruitment@leedsmet.ac.uk who will be able to provide you with a hard copy application form.</p>

Leeds Metropolitan University – Employee Specification

Ref:

Post Title	Business Support Officer	Grade 5
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Please carefully read the notes of guidance enclosed with the application form and provide information to help us decide whether you meet the criteria below.

Qualifications, Skills, Experience & Knowledge	Essential	Method of Assessment (Application/ Interview/Test/Other)
1. Experience of and understanding of business operations, including finance, human resources, strategic planning, compliance, risk and quality management.	✓	Application/Interview
2. Demonstrates effective written skills and the ability to deal with a wide range of correspondence, prepare reports and complex responses.	✓	Application/Interview/Test
3. Proven experience in-effectively leading, managing and motivating staff with improved performance and continued development	✓	Application/Interview/Test
Performance Attributes Please note that all the following criteria are essential .		Method of Assessment (Application/ Interview/Test/Other)
PLANNING & ORGANISATION		
4. Proven ability to organise, prioritise and co-ordinate workloads within an environment of competing demands and deadlines.		Application/Interview
5. The ability to monitor effectively the wide range of activities within the Libraries and Learning Service thus maintaining an overview of the status of the work of the office at any point in time.		Application/Interview
SERVICE DELIVERY		
6. A commitment to the delivery of a professional, high quality and business focused customer service, adapting service delivery as required to support continuous improvement and ensure effective operation of central business and administrative services.		Application/Interview
TEAMWORK		
7. Ability to motivate, engage and develop colleagues to deliver inclusive, services, delivering change in a positive, proactive and consultative way.		Application/Interview
COMMUNICATION		
8. Evidence of excellent interpersonal and communication skills to establish professional and credible relations with staff, students and external contacts.		Application/Interview
CREATIVITY & INNOVATION		
9. Evidence of initiative to research, analyse, understand and respond to the changing needs of customers, with a commitment to the continuous improvement of services.		Application/Interview

Whilst these performance attributes may relate to this role more specifically for recruitment and selection purposes, following appointment, all members of staff are expected to demonstrate effective performance across all six of our University's performance attributes. Please [click here](#) for further details.