1. Job Details

Job title: Assistant Director – Support Services

School/Support Department: Accommodation Services

Unit (if applicable): Support Services

Line manager: Director of Accommodation Services

2. Job Purpose

- To provide strategic planning and leadership to all Finance; IT and Communications staff within Accommodation Services. To drive improvements in resource management throughout Accommodation Services through excellent customer service and support whilst ensuring that operational activity remains compliant with both internal and external policies and procedures.

3. Main Responsibilities

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<th>Approx. % of time</th>
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<tr>
<td>1. Provide strategic direction, and develop in conjunction with direct reports, a strategic plan over a 1 to 5 year timeframe for AS Finance; IT and Communications to ensure that Support Services meets its customers’ needs now and in the future</td>
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<td>2. Provide coaching, leadership and direction to all staff, but in particular to direct reports, within Support Services in order to meet Accommodation Services’ objectives and changing business needs</td>
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<td>3. Ensure compliance to internal and external policies and procedures throughout Accommodation Services to minimise financial and operational risks</td>
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<td>4. Review all business areas in order to ensure that Accommodation Services utilise resources efficiently and provide the appropriate level of customer service and support</td>
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<td>5. Liaise and agree with UofE Central Finance and UofE MIS and EUCS the resources needed to ensure delivery and compliance of financial and operational systems to pre-determined timelines</td>
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<td>6. Review the financial viability of all operational projects in conjunction with Senior Management Team to ensure they contribute positively to Accommodation Services</td>
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<td>7. Develop and review project plans, especially in relation to IT and Communications, in conjunction with other senior managers to ensure new Systems are delivered on time</td>
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<td>8. Ensure all reporting, but particularly financial, is continually developed so that operational managers are supported in decision making and senior managers are able to focus on longer term issues</td>
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4. Planning and Organising

Integral part of success in this role

- Plan and prioritise own work on a daily basis but also a review major developments a minimum of 6mths ahead
- Review the development of financial systems and resources for upto a 5 year timescale
- Decide on how to develop reporting to better represent the business needs, both financial and operational
- Direct and organise direct reports and their teams, plus other operational staff to deliver projects to agreed timescales
- Ensure that financial processes are amended to reflect changes to statutory and legal requirements. The timing of this can be critical.
- Ensure student IT and communications systems are sufficient to meet academic and leisure needs for a 3-5 year period
- Plan utilisation of resources to deliver Accommodation Services business objectives
- Ensure that regular review of expenditure in operational areas occurs and improvements are discussed, agreed and implemented to drive operational efficiency
- Ensure Accommodation Services meets timescales as dictated by the Central UofE Services to avoid conflict and compromise of the position of AS

5. Problem Solving

- Ensures congruence between financial policy and operational procedure within Accommodation Services without exposing AS (or the University) to risk or increasing the burden on operational areas. This is achieved only through close co-operation with colleagues and seeking innovative solutions
- Review and challenge financial reports and models to ensure they are robust and support decision making
- Provide advice on a wide range of financial issues and guidance on operational issues to ensure goal congruence and improved process flows

6. Decision Making

- Recruitment of managers in Accommodation Services Finance and IT and approval of all other appointments within Support Services
- Review and approval of all expenditure for Support Services area
- Approval of all financial forecasts and budgets for Accommodation Services
- Agree priority for IT and telecoms projects with Director of Accommodation Services
- Enable changes in operations to ensure AS is compliant with UofE policy
- Review and approve all project proposals from a financial perspective for agreement at AS senior management group
- Approve all statutory financial and tax accounts to agreed timelines

7. Key Contacts/Relationships

The key relationships are with

- Director of Accommodation Services
- All Assistant Directors of Accommodation Managers
- Direct reports within Support Services and their teams
- Key managers from all operational areas within Accommodation Services
- UofE Central Finance, mainly at Assistant Director level inc. Internal Audit
- UofE Management Information Services and EUCS

8. Knowledge, Skills and Experience Needed for the Job

- Educated to at least first degree level
- Qualified accountant with a minimum of 5 years experience of management within a medium to large organisation
- Have experience of managing projects, management of IT projects would be an advantage
- Have a successful track record in change management
- Be able to demonstrate core values, such as customer service; continuous improvement and right first time
- Demonstrate strong interpersonal communication and influencing skills, other oral and written
- Have strong organisational skills and be self-motivated
- Be a strong team player and inspire staff drive improvement through the business
- Have a good working knowledge of Microsoft Office and Outlook

9. Dimensions
- Responsible for a business with a projected turnover of £22M student and £9 M commercial (2006/07)
- Capital Building Asset base of ~£174M
- Responsible for management of ~5500 student debtor accounts and ~300 commercial debtor accounts, plus control ~1000 individual cash accounts
- Budget for IT and Finance of ~£1.5M
- The handling and reconciliation of ~£25K cash per week from 15 sites
- Production of monthly management accounts and financial forecasts
- Production of 5 year financial and business plan on 2 year cycle
- Provision of IT desktop services to ~150 AS staff
- Provision of telecoms services to ~150 AS staff and ~2000 students
- Provision of student IT network service to ~2500 students in conjunction with 3rd Party

10. Job Context and any other relevant information
Exposure to a range of commercial as well as public sector environments would be a distinct advantage