

Team Leader Administration

School / Department:	Library & Learning Resources	Grade:	Grade E
New appointees to Birmingham City University will ordinarily be appointed at the entry point of the appropriate grade			
Responsible to:	Director Library & Learning Resources	Responsible for:	Administrators

Job Purpose

You will manage the General Office (GO) team in Library and Learning Resources (L&LR) which undertakes essential central administrative and finance functions to enable the efficient functioning of L&LR to comply with university regulations, policies and procedures. GO delivers the infrastructure support required to enable front line and back-office systems to operate effectively on a day-to-day basis and are the first point of contact for enquiries, ensuring that core critical back-office functions are running smoothly and efficiently. Financial administration is central to the GO Team, ensuring that payments and accurate budget records are maintained, essential to the smooth running and financial management of the library budget of over £2.5 million and ultimately critical for the productivity of L&LR and our impact on student experience.

Financial administration experience is core to this role. This includes approving requisitions, managing the processing of purchase orders (POs) and invoices. You will need to ensure accurate financial information is maintained, ensuring the maintenance, management and smooth running of the financial processes required for the efficient running of all core library services and ensuring that resources are sufficient to maintain service delivery.

Main Activities and Responsibilities

1. Provide high quality services through effective team leadership focused on meeting objectives and providing excellent customer service.
2. Lead, manage and develop the team: contributing to recruitment, providing or identifying the need for training and development, managing performance and conducting performance reviews.
3. Management of financial administration, including raising purchase orders, processing invoices, and recording expense claims to support library colleagues, and providing accurate financial information to the library senior leadership team and Finance department.
4. Undertake forecasts for the financial year, explaining any variances between the forecast and actuals and ensuring the GO's financial administration is accurate to ensure L&LR is on track of budget for financial year end.
5. Plan and manage team resources to meet seasonal demands and ensure that deadlines are met.
6. Develop, coordinate and maintain administrative systems
7. Undertake and co-ordinate a broad range of administrative support which may include some or all of the following:
 - a. Review, establish and manage systems for record keeping ensuring information is accessible and retained in an appropriate manner. Undertake regular audits of records to assess accuracy and quality
 - b. Maintain records of work, issues pending and work in progress, monitoring progress against deadlines. Maintain appropriate files, bringing forward matters outstanding and reporting regularly on progress.

- c. Collect, collate and present financial data on a variety of topics as needed
 - d. Plan, organise and support events liaising with all internal and external contributors.
 - e. Organise inward and outward visits and travel arrangements
8. Ensure that administrative activities comply with University regulations, policy and procedure and provide advice on how to apply policy.
9. Contribute to continuous improvement of processes and procedures. Look for opportunities to improve and streamline processes and encourage administration teams to come up with new or better ways of doing things

Person Specification	
Essential Criteria	Application Form / Support Statement / Interview
1. A degree or equivalent professional qualification or equivalent professional experience.	Application Form / Support Statement / Interview
2. Experience of providing high quality customer focused administrative services in a complex environment.	Application Form / Support Statement / Interview
3. Experience of monitoring financial administration and able to assemble, evaluate, and analyse complex information and offer solutions that improve financial administration and ensure best use of L&LR budgets	Application Form / Support Statement / Interview
4. Excellent IT skills including advanced knowledge of information systems, word processing, spreadsheet and presentation software packages, preferably Microsoft Word, Excel and PowerPoint.	Application Form / Support Statement / Interview
5. Excellent team working skills with the ability to work collaboratively and co-operatively with colleagues	Application Form / Support Statement / Interview
6. Experience of successful relationship management with a wide range of contacts, both internal and external to the University, e.g. L&LR senior management team and wider department, Finance and Procurement colleagues, suppliers and vendors, etc.	Application Form / Support Statement / Interview
7. Good time management skills and the ability to prioritise work appropriately and manage own time effectively	Application Form / Support Statement / Interview
8. Ability to manage, motivate and develop staff, individually and in teams.	Application Form / Support Statement / Interview
9. Good written and oral communication and interpersonal skills including the ability to adapt to different audiences, and the ability to negotiate, persuade and influence, demonstrating tact and diplomacy in communicative style	Application Form / Support Statement / Interview

- Application Form – assessed against the application form. Normally used to evaluate factual evidence e.g. award of a qualification. Will be assessed as part of the shortlisting process.
- Interview – assessed during the interview process by either competency-based interview questions, tests, work-related exercise, presentation and discussion, or teaching session etc.