

## Role Profile

**Job Title:** Central Services Manager

**Department:** Central Services

**Responsible to:** Head of Finance

### Main purpose of job:

To effectively lead, support and manage the Central Service functional teams comprising of a professional reception service, central administration, and exam coordination

### Main Duties:

- To effectively manage and plan the workflow of the Central Service department, maximise efficiency and manage resources to meet business demands; specifically to:
  - Provide a professional front of house reception service
  - Provide a responsive service to telephone and email enquiries that is professional and customer service focussed
  - Manage the co-ordination and administration of exams for funded and commercial business
  - Provide central administration to support funded and commercial business
- To ensure the Central Services department provides excellent customer service that is responsive, meets the needs of the business and is customer centric for both internal and external customers.
- To develop and meet service level agreements that identify expectations, clarify responsibilities and facilitate communication for the Central Services department including providing reports as required
- To work closely with both internal and external stakeholders to ensure that the service meets the requirements of all internal quality standards and externally regulatory bodies such as awarding organisations and funding agencies.
- To manage, support and develop the people aspects within the department including but not limited to the recruitment and line management of staff, their training, support, objective setting and performance management.
- To lead the development of employee capability within the department to ensure the continuity and flexibility of the service.
- To identify improvement initiatives to improve effectiveness and efficiency of the Central Services departmental processes and the overall team performance

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# Training 2000

- To analyse key business data and information relating to department performance and improvement activity and to provide regular high level reports, to both the business and Senior Management
- To effectively manage department expenditure in line with budget
- To work effectively and proactively with all other operational and functional departments and their managers to ensure both future and existing learners and customers receive an outstanding service and experience
- To work as part of the support leadership team by providing recommendations, advice and guidance for area of responsibility and supporting the leadership of other areas as required

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## Person Specification

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Criteria	Essential requirements	Desirable requirements
Knowledge & Qualifications	<ul style="list-style-type: none"> <li>Accredited qualification of minimum Level 2 in literacy, numeracy and ICT.</li> <li>Is qualified and fully competent in the use and application of all Microsoft applications.</li> <li>Is qualified and fully competent in the use and application of appropriate software to a standard which is conducive to effective operation and support.</li> </ul>	<ul style="list-style-type: none"> <li>Possession of qualification in Management and/or Team Leading Level 2 or equivalent.</li> </ul>
Skills & Relevant Experience	<ul style="list-style-type: none"> <li>Experience of working in a customer focused environment</li> <li>Experience of managing a team</li> <li>Experience of dealing with a wide range of business stakeholders</li> <li>A polite and friendly manner with excellent customer service skills</li> <li>Effective written and verbal communication skills</li> <li>Ability to use ICT effectively for spreadsheets and finance software</li> <li>Ability to maintain accurate records</li> <li>Ability to plan and prioritise a busy workload</li> <li>Ability to work flexibly, coping with conflicting demands</li> <li>Ability to work to strict deadlines</li> <li>Ability to maintain all necessary confidentiality</li> <li>Ability to work independently on own initiative and as part of a team, referring to line manager as appropriate</li> </ul>	<ul style="list-style-type: none"> <li>Experience of project management</li> <li>Experience of working within an education environment</li> </ul>

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Criteria	Essential requirements	Desirable requirements
Behaviours	<ul style="list-style-type: none"><li>• Demonstrates effective engagement and communication skills in the handling and management of employees and customers.</li><li>• Demonstrates open, honest and supportive behaviours which are in alignment with the Company's Core Values.</li><li>• Demonstrates strong positive customer focused behaviours which enable the development of strong relationships.</li><li>• Demonstrates behaviours which are in line with the Corporate Confidentiality Policy to ensure all information and documentation is protected with the Company's procedure guidelines and the guidelines set by legal requirements and the data protection act.</li><li>• Demonstrates strong pride in their accuracy and quality of their administration work.</li><li>• Demonstrates flexibility and an adaptive approach towards their role within the organisation.</li></ul>	

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