Business Support Manager (Interim 7 months, maternity cover)
IfM Education and Consultancy Services Ltd (IfM ECS)

Role Summary

IfM ECS disseminates the research and education outputs of the by the University of Cambridge Institute for Manufacturing (IfM) and the University's Department of Engineering.

The Business Support Manager's primary responsibilities are to drive the development and adoption of a new CRM system, manage the support of project delivery and to support the management of business processes and procedures, such as quality assurance.

> **Support Project Delivery**
> To oversee IfM ECS customer-facing administration and provide support for consultancy engagements, including the management of transcription services, the administration of the IfM Membership programme and the deployment and execution of quality assurance processes.

> **Development and management of the CRM**
> Responsibility for the continued development, management and maintenance of the CRM system, ensuring accurate and current data is available. Becoming an 'expert user' and being prepared to offer training and support to other users.

> **Operational Support**
> Responsibility for supporting the development of business processes and procedures

Reporting and Support

This role will:
- Report to the Head of Organisational Development
- Work in conjunction with the Marketing Officer and Project & Operations Administrator

The Administration and Organisational Development Team

The Business Support Manager will be employed by IfM Education and Consultancy Services in the Administration and Organisational Development Team, based in the Alan Reece Building, Charles Babbage Road, Cambridge.

The team is made up of the Head of Organisational Development, the Business Support Manager and the Project & Operations Administrator and is responsible for providing administrative, HR and organisational development support to ECS' employees and consultants. The team are also responsible for managing the ECS office and facilities and facilitating communication through meeting coordination.

	Aims	Activities	Outputs	Time
1.	**Management of the CRM system**	1. Develop the functionality of the CRM system. Manage and maintain the system, working with the Marketing Officer and ensuring accurate and current data is available. Gathering data and producing operational and financial data to provide information to increase the effectiveness of internal and consultancy teams 2. Become an 'expert' user of the system 3. Serve as an advocate for user feedback to improve systems and procedures in the CRM and implement any developments as required 4. Provide training as necessary and be a point of contact for support for system users	• Good usage of the system with a high level of input from ECS consultants and staff. • Useful and accurate data for consultancy, operations and marketing teams.	50%
2.	**Support Project Delivery**	1.Maintain a proactive overview of all consultancy activities 2. Admin and project delivery support resource planning and monitoring 3. Management and provision of pre and post client project support 4. Management of transcription services 5. Administration of the IfM membership programme – including implementation of proposed changes to SME and MSF membership offerings 6. Deployment and execution of new QA and impact processes 7. Back up for Project and Operations Administrator when required	• Customers are provided with consistently high quality pre and post workshop support. • Provision of consistent high quality transcription outputs and recruitment and retention of a sufficiently resourced team of trained transcribers • A consistent quality assurance process and good flow data for research and practice stakeholders. Customers feel valued and listened to.	40%
3.	**Operational Support**	1. Monitoring and evaluating admin processes to ensure effectiveness, making recommendations if needed	• Robust procedures for increasing our marketing impact and creation of efficiency savings across	10%

				the business	
				• The team are able to perform to a high standard	