

## **Business Support Manager**

### **Full-time 37.5 hours a week. Maternity cover**

#### **IfM Education and Consultancy Services (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 manage the support of project delivery, to lead on the management of business processes and procedures and to drive the implementation and adoption of a new CRM system.

- **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
- **Management of the CRM**  
Responsibility for the 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 developing and managing 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 HR & Administration Team, based in the Alan Reece Building, Charles Babbage Road, Cambridge.

The Administration and Organisational Development 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 Associates. The team are also responsible for managing the ECS office and facilities and facilitating communication through meeting coordination.

	<b>Aims</b>	<b>Activities</b>	<b>Outputs</b>	<b>Time</b>
1.	Support Project Delivery	<ol style="list-style-type: none"> <li>1. Maintain overview of all consultancy activities</li> <li>2. Admin and project delivery support resource planning and monitoring</li> <li>3. Management and provision of pre and post client project support</li> <li>4. Management of transcription services</li> <li>5. Administration of the IfM membership programme</li> <li>6. Deployment and execution of QA and impact processes</li> <li>7. Back up for Project and Operations Administrator when required</li> </ol>	<ul style="list-style-type: none"> <li>• Customers are provided with consistently high quality pre and post workshop support.</li> <li>• Provision of consistent high quality transcription outputs and recruitment and retention of a sufficiently resourced team of trained transcribers</li> <li>• A consistent quality assurance process and good flow of data for research and practice stakeholders. Customers feel valued and listened to.</li> </ul>	60%
2.	Management of the CRM	<ol style="list-style-type: none"> <li>1. Become an 'expert' user of the CRM system</li> <li>2. Serve as an advocate for user feedback to improve systems and procedures in the CRM and implement any developments as required. Liaison with developers.</li> <li>3. Provide training as necessary and be a point of contact for support for system users.</li> <li>4. Manage and maintain the CRM system, ensuring accurate and current data is available and working with the Marketing team. Gathering data and producing operational and financial data to provide information to increase the effectiveness of internal and consultancy teams</li> </ol>	<ul style="list-style-type: none"> <li>• Good usage of the CRM system with a good level of input from ECS staff and consultants.</li> <li>• Useful and accurate data for consultancy and marketing teams.</li> </ul>	30%
3.	Operational Support	<ol style="list-style-type: none"> <li>1. Monitoring and evaluating administration processes to ensure effectiveness, making recommendations if needed</li> </ol>	<ul style="list-style-type: none"> <li>• Robust procedures for increasing our marketing impact and creation of efficiency across the</li> </ul>	10%

			business <ul style="list-style-type: none"> <li>The team are able to perform to a high standard</li> </ul>	
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## Person profile

Knowledge and Understanding	Skills	Experience	Traits
<p>Database/CRM systems</p> <p>Consultancy or business support systems and processes</p> <p>Working with external stakeholders and suppliers</p>	<p>Attention to detail</p> <p>Data preparation and presentation.</p> <p>Problem solving</p> <p>Effective, friendly and professional communication style</p> <p>Effective planning and organisational skills</p>	<p>Working in a customer-facing role</p> <p>Data gathering and management</p> <p>Project support and planning</p> <p>Obtaining feedback and self-assessment</p> <p>Overseeing administrative functions</p>	<p>Organised</p> <p>Analytical</p> <p>Self-confident</p> <p>Personable &amp; friendly</p> <p>Pro-active</p> <p>Enjoy learning and developing</p>

How to apply: Please send a CV and covering letter to Kate Willsher [kew54@cam.ac.uk](mailto:kew54@cam.ac.uk) by 12 Noon on Friday 9<sup>th</sup> September.