

BUSINESS SYSTEMS LEAD

Estates and Facilities Directorate

ALC1524

CANDIDATE BROCHURE



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WHAT MAKES UEA SO SPECIAL?

The University of East Anglia is a publicly funded major UK research and teaching university. It was built to embody a radical new vision for higher education, where interdisciplinarity is crucial and excellence in both research and teaching is valued. UEA consistently ranks within the top quarter of universities in the UK for the quality of research and teaching.

As a major regional employer and cultural centre, we take our regional civic responsibilities very seriously and have kept our sights on the people and place we call home. In fact, we launched our University Civic Charter in October 2023; created from in-depth community engagement, renewing our commitment to the region as part of our 60th anniversary.

There are many things which make UEA special, not least of which is the community of staff and students that work and study here. UEA includes three Nobel prize winners, including Sir Paul Nurse and Sir Michael Houghton, and many fellows of the Royal Society and British Academy amongst our alumni and current staff.

Our campus is home to Sir Denys Lasdun's iconic brutalist architecture set in hundreds of acres of beautiful country park that includes a large broad (lake). In the spirit of Lasdun's ambition to inspire an anatomy of ideas, today, UEA is tackling some of the key challenges of the changing world. UEA's research combines disciplines

and breaks new boundaries across its priority research themes of climate, creative and health.

UEA is the place where global warming was first documented. Since the 1970s, UEA's Climatic Research Unit, and more recently Tyndall Centre for Climate Change (Headquarters hosted at UEA), have played a pivotal role in developing temperature records and climate models, contributing to the understanding of climate change, and informing global policy. Our Professors Corinne Le Quere, Rachel Warren and Robert Nicholls were recipients of Nobel Peace Prize (2007), awarded to Al Gore and the Intergovernmental Panel for Climate Change (IPCC) in recognition of efforts to increase public knowledge of anthropogenic climate change. Environmental Science and Global Studies at UEA continue to be a major powerhouse for research and teaching.

UEA is widely regarded as a pioneer in creative writing, having established the UK's first Creative Writing Masters programme in 1970. This renowned programme has since attracted and produced numerous successful writers, including Booker Prize winners such as Ian McEwan and Anne Enright, and Nobel Prize Winner Kazuo Ishiguro. In recent years, UEA academics have played a pivotal role in the discovery and presentation of the Gloucester Royal shipwreck (Norfolk's Mary Rose). Our iconic Sainsbury Centre for Visual Arts is a major museum and arts research facility.



Health research at UEA not only embraces the Faculty of Medicine and Health but draws in research from both social and natural sciences. Research under this theme has made major contributions in the fields of healthy ageing, epidemiology and involving citizens (via our innovative Citizens' Academy) in improving health care outcomes. This theme benefits from close association with the other major research institutes on the Norwich Research Park; notably the Norfolk and Norwich University Hospital and the Quadram Institute. The Norwich Cancer Research Network, and Norfolk Institute for Healthy Ageing, are examples of key mechanisms for delivery of real impact from health research at UEA.

UEA has been a major success over the last 60 years and looks forward with confidence to the next 60 years.

For an informal discussion about the post please contact Joanne Ashman, Head of Business Support, via joanne.ashman@uea.ac.uk.

UEA is part of the Norwich Research Park

Norwich Research Park (NRP) membership locates UEA in one of the largest concentrations of research institutes in the whole of Europe – four independent internationally-renowned research institutes: John Innes Centre, Quadram Institute, Earlham Institute and The Sainsbury Laboratory; with the University of East Anglia and Norfolk and Norwich University Hospitals NHS Foundation Trust, supported and funded by The John Innes Foundation, The Gatsby Foundation, and UKRI Biotechnology and Biological Sciences Research Council.

The NRP provides an ideal environment for collaborative use of infrastructure and facilities, with a single portal for academics and businesses to access the specialist facilities across the Park.

The Enterprise Centre is a regional business, knowledge and innovation hub, with workspace provision and supports over 80 businesses working alongside UEA staff and students in a dynamic and vibrant entrepreneurial community. On the wider NRP, there are dedicated laboratory and office spaces in the Innovation Centre and Centrum hosting over 600 staff within a total of 115 businesses and spinouts.



OUR BENEFITS

UEA offers a fantastic benefits package for staff. We recognise all our staff have different priorities and lifestyles so we are continually reviewing our offering to ensure there are benefits which suit everyone. Current benefits include:



Competitive Rates of Pay



30 Days Holiday



14 Additional Statutory and Customary days



Contributory Pension



Staff Development



Sportspark Discount



Research Support



Health and Wellbeing



Library



Campus Facilities



Care Leave Policies



Sainsbury Centre for Visual Arts



Ofsted Outstanding Nursery



And much more!

Further information can be found on our [Staff Benefits page](#).

THE ROLE

The postholder will be the product owner for a number of facilities management systems and will lead a project to transition the current suite of business systems and applications managed by the Estates & Facilities Directorate into full support by the UEA Information Technology and Computing Service (ITCS), identify roadmaps for the future development of the systems and applications, review the operating model for Business Systems and Building Management Systems and bring forward recommendations for a future operating model.

The postholder will provide leadership and line management for the Business Systems team within the Directorate and be a member of the Directorate management team. The postholder will provide some first and second line support covering absences.

The postholder will work closely with stakeholders in the Estates & Facilities Directorate and the UEA Information Technology and Computing Service (ITCS) to understand business needs and service delivery. The post will be managed by the Directorate but will be integrated into the Service.

KEY RESPONSIBILITIES

CHANGE PROJECT LEAD

- Design and implement a project plan for the transition of the suite of business systems and applications (including Computer Assisted Facilities Management, Space Utilisation, Access Control, CCTV) from management by the Estates and Facilities Directorate to the UEA Information Technology and Computing Service (ITCS).
- Undertake a review and analysis of business needs within the Estates & Facilities Directorate to understand the service needs of the Directorate and the current functionality of systems and associated risks to inform a revised operating model for the business systems and applications used by the Directorate, aligned to UEA's architectural standards.
- Manage the transition from management by the Estates & Facilities Directorate to the UEA Information Technology and Computing Service (ITCS).
- Lead the change management process for the Business Systems team, stakeholders within the Estates & Facilities Directorate and the UEA Information Technology and Computing Service (ITCS).
- Champion the services required to support the Directorate with the Information Technology and Computing Service, and champion the services provided by the Service within the Directorate
- Work with stakeholders in the Directorate and ITCS on roadmaps for the development of business systems and applications supporting the work of the Directorate, working with the Head of Business Support in the Directorate to feed these roadmaps into the UEA Digital Steering Groups.
- Work with the Head of Sustainability and the Information Technology and Computing Service to understand how business systems and applications can be managed more sustainably and in support of UEA's Net Carbon Zero objectives.
- During the project and transition phase, support the management and development of the suite of business systems and applications currently managed by the Directorate, adopting best practice and following standard operating procedures within the Service.
- Design and implement a project to review the operating model for the Business Systems and Building Management Systems teams, and bring forward recommendations for consideration by the Estates & Facilities Leadership Team.
- Design and implement any change projects arising from the recommendations from the operating model review.

THE ROLE (CONTINUED)

KEY RESPONSIBILITIES CONTINUED

PRODUCT OWNER

- Be responsible, as product owner, for the effective operation and maintenance of the suite of business systems pending the transition.
- Manage the full product lifecycle to ensure business needs are met.
- Design and implement reliable risk management activities for the suite of business systems and applications, including routine reporting to the Directorate Leadership Team.
- Provide advice and guidance to the Directorate Leadership Team, Management Team and teams on the development of systems and applications, including identifying options and solutions to business problems in line with UEA's architecture, selecting, adopting and adapting appropriate product development methods, tools and techniques.
- Draft and champion business cases for the development of business systems and applications supporting the work of the Directorate.
- Line Manage the Business Systems team (two technicians), including recruitment, objective setting, performance management, coaching, and planning programmes of work.
- Ensure that appropriate documentation, data management procedures etc. are in place for business systems and applications, and for the work undertaken by the Business Systems team.
- Be responsible for incident management in respect of the Directorate's business systems, ensuring that procedures are in place, tested, improved and are followed, and that investigations and follow up actions are completed.
- Manage business system change processes including documentation and change control procedures.
- Ensure that appropriate action is taken to anticipate, investigate and

resolve problems in systems and services, including documentation and coordination of remedies and preventative measures.

- Ensure that business systems support the information needs of managers and the Leadership Team, including maintaining, reviewing and making recommendations in respect of reporting arrangements.
- Contract manager for current business systems and applications, including liaison with service providers and monitoring of performance, ensuring services meets business needs (escalating issues to the Head of Business Support or the Assistant Director).
- As part of the Directorate Management Team (Heads of Department and Managers), participate in meetings and cross-Directorate projects or initiatives.
- Manage and monitor Health & Safety arrangements for the Business Systems team.

GENERAL

- There will be a requirement for all members of the team to be flexible in undertaking additional or alternative duties commensurate with the grade.
- Contribute to the continuous development and implementation of the Estates & Facilities Directorate.
- Positively support and promote the University's Values in all aspects of work.
- Abide by all University Regulations and Policies relevant to the role.
- The postholder is bound at all times to observe the strict rules of confidentiality applicable to work in the Estates & Facilities Directorate.

THE PERSON

EDUCATION AND TRAINING

- Educated to degree level or equivalent (E)
- Foundation Information Technology Infrastructure (ITIL) (D)
- Project Management qualification (D)

SKILLS, KNOWLEDGE AND EXPERIENCE

- Substantial experience managing, providing advice on and developing IT-based business systems and applications (E)
- Successful IT product lifecycle management including risk, incident and data management (E)
- Awareness of architectural principles, for example TOGAF (E)
- Track record of successfully leading project design and implementation (E)
- Demonstrable experience of business and technical analysis, process review and service design (E)
- Experience of supervising or managing a team, including performance management, development planning and recruitment (E)
- Experience of designing and implementing a business change process, exploring and challenging existing practices, and developing

practices (E)

- Experience of building effective relationships with stakeholders and of working across departments and teams (E)
- Previous experience of writing and maintaining documentation for IT systems and processes (E)
- Experience of generating and creating reports from corporate information systems (E)
- Previous experience of contract management with service partners (E)
- Previous experience of working with IT business systems in an estates and/or facilities environment (D)
- Previous experience of writing and championing business cases (D)
- Proactive and creative problem-solving skills (E)
- Demonstrable ability to negotiate service delivery (E)
- Demonstrable ability to champion a service, initiative or business case, and influence colleagues and managers (E)
- Demonstrable ability to work in a proactive and results driven manner (E)
- Excellent organisational skills, including the ability to work independently, plan and manage own workload and work plans for a team to meet objectives and deadlines (E)

- Demonstrable administrative and prioritisation skills with the ability to manage a varied workload (E)
- Excellent interpersonal skills; ability to quickly establish and maintain good working relationships at all levels (E)
- Excellent verbal and written communication skills (E)
- Experienced user of Microsoft Office applications, including Outlook, Word, Excel and Teams / SharePoint (E)

PERSONAL ATTRIBUTES

- Commitment to continuous improvement and value for money services (E)
- Commitment to implementing and promoting best practice (E)
- Demonstrate the UEA Values & behaviours and work with colleagues to embed them within the team.
- Confident, articulate and credible (E)

Essential Requirements (E) are those, without which, a candidate would not be able to do the job.

Desirable Requirements (D) are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

FURTHER INFORMATION

The post is available from 2 January 2025 on a fixed term basis for a period of 24 months.

A secondment will be considered, and applicants should please ensure that a secondment will be possible with their Line Manager/Head of Department, before submitting a formal application.

Salary will be £37,999 to £45,163 per annum on Grade 7 on the single salary spine.

Relocation expenses are reimbursable under certain conditions.

Place of Work - The University is strongly committed to providing an excellent student experience and research environment, and it is expected that all staff will be available on campus to carry out their duties during their working week in support of these goals. We have a hybrid-working policy which supports a mix of at home and on campus 'hybrid' working for many roles. For the majority of hybrid roles, the expectation is a minimum of 60% of working time will be spent physically present in the workplace.

The flexibility of the hybrid-working policy allows the possibility of some remote working, but it is the expectation that all appointments will be UK based, with any overseas working agreed in advance by exception only.

If successful you will be asked to show evidence of right to work in the UK prior to any formal offer being made. Non-British and non-Irish nationals entering the UK to undertake employment or who are currently in the UK will have to meet eligibility criteria under the points-based immigration system. The University may be able to provide sponsorship under the Skilled Worker route if relevant criteria are met. Please note, due to the complexities of the immigration system, Skilled Worker visa sponsorship is not guaranteed for every role. If you would like further information about whether this role is eligible for visa sponsorship, please contact staff.visacompliance@uea.ac.uk

The post is superannuable under the Universities Superannuation Scheme and there is an annual holiday entitlement of 30 days plus statutory (8 days)

and customary (6 days) holidays. The University is committed to creating an environment where the health, welfare and safety of all students and staff is of paramount importance. The University's Safeguarding Policy addresses both child protection and safeguarding children, young people and vulnerable adults within the work of the University. Appointment will be subject to satisfactory pre-employment checks, which may include an Occupational Health assessment.

Information on the benefits of working at UEA can be found at <https://www.uea.ac.uk/about/working-at-uea>.

If you require the information contained within this candidate brochure in a different format please email staff.recruitment@uea.ac.uk

HOW TO APPLY

To apply for this vacancy, please follow the online instructions at: <https://vacancies.uea.ac.uk/>

The closing date for this role is 11:59pm on **25 November 2024**.

Please note that the application form contains an Equal Opportunities section which must be completed. The Equal Opportunities information will not be made available to the selection panel and will not form any part of either the short-listing or decision making process.

It is anticipated that presentations and interviews will take place on **9 December 2024** and we will inform you of the outcome of your application prior to this date.

Reasonable travel and incidental expenses incurred in attending the interview will be reimbursed (please ensure that you keep all receipts). Please note that if you are offered a post and decline the offer, travel and incidental expenses will not be reimbursed.

ABOUT THE DIRECTORATE

The Estates and Facilities Directorate is responsible for the buildings and grounds that make up our campus and ensures the smooth running of the facilities that underpin teaching, learning and research activities. We strive to maintain a sustainable, safe and well-maintained campus for all our staff, students, researchers and visitors.

Our teams provide a 365 days of the year, 24 hour service to our campus community. We maintain the fabric of existing buildings (both residential and academic), manage 360 acres of grounds with rich biodiversity, deliver projects for the refurbishment of existing buildings and construction of new buildings, and provide services including car parking and waste collection. We are also responsible for the continual development of the campus, ensuring that the built estate meets UEA's business needs. There isn't an aspect of university life that we do not support and UEA relies upon the Directorate to enable everything that it does.

The Directorate is made up of several interconnected teams: Building Management Systems, Cleaning, Customer Liaison, Engineering, Grounds, Maintenance, Post & Portering, Projects, Security, Space Management, Sustainability and Transport. As well as working together, we work closely with other areas of UEA.

As a Directorate we work towards continuous improvement, in the services we deliver and in the opportunities we provide to the members of our team for professional and personal development. All our jobs are customer facing to some degree.



OUR VALUES

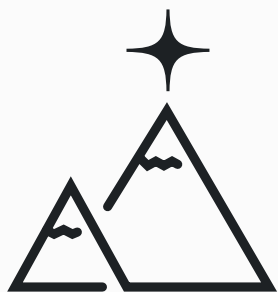
Shaped by staff, our UEA values represent a core set of standards for how we behave as an employer, drive excellence in teaching, learning and research, and collaborate as an anchor institution in our local community.

From tackling global challenges, striving for student and staff success, and creating a vibrant inclusive environment, our values are what unite us.

- ✦ AMBITION
- ✦ COLLABORATION
- ✦ EMPOWERMENT
- ✦ RESPECT



OUR VALUES (CONTINUED)



AMBITION

We are ambitious for our future success.

We are forward-thinking and brave in our approach and decisions. We make space for innovation and creativity, seizing opportunities that are responsible and sustainable. We are ambitious for the advancement of education and research.



COLLABORATION

We are collaborative in our approach.

We work together with shared purpose. We build connections, share ideas and develop new networks. We champion our regional, national and global relationships and demonstrate that together we can achieve greater goals and positively influence the world around us.



EMPOWERMENT

We empower ourselves and each other.

We develop ourselves and others, trusting people to make decisions based on their expertise and knowledge. We continually improve systems and processes to support us in working in an agile and efficient way.



RESPECT

We respect each other.

We treat everyone with respect and dignity. We value diversity and foster a community where people can express different thoughts and views. We are open to challenge, so we can learn and improve. We encourage a positive, inclusive environment where everyone has opportunities to fulfil their potential.

ACCOLADES

- Queen's Anniversary Prizes for Higher and Further Education have been awarded to UEA for international development studies (2009), creative writing (2011) and environmental sciences (2017). Notable alumni include Sir Paul Nurse (1973, Nobel Prize for Medicine 2001), Kazuo Ishiguro (1980, Nobel Prize for Literature 2017), Michael Houghton (1972, Nobel Prize for Medicine 2020) and Sarah Gilbert (1983) who led the Oxford University team to develop a COVID-19 vaccine, approved in 2020.
- Our Doctoral College, established in 2018, hosts six Doctoral Training Partnerships and integrates Faculty and School provision for 1600 Postgraduate Research Students (including those from across the Norwich Research Park), enabling collaboration and innovation.
- We recognise our global impact and were one of the first universities to declare a climate and biodiversity emergency in June 2019. Our sustainable campus, including over 50 acres of environmentally valuable parkland, is constantly evolving with ambitions to be 100% net zero by 2045 or sooner.
- UEA is a University of Sanctuary, an accreditation given to universities that show an ongoing commitment to creating a welcoming culture of inclusivity and awareness.
- UEA was awarded the Silver Athena SWAN Award in 2019, and all our Schools hold awards at Bronze or Silver.

A vibrant place to study, learn and work, UEA is a very special place.



A SUSTAINABLE UNIVERSITY

At UEA, we are now working to create a university that will be even better in the future, and we are working to achieve net zero carbon by 2045 (or earlier). Our Sustainable Ways vision is one of a resilient university – where consumption is efficient and self-generated energy supports low carbon goals, supported by a vibrant community of world-leading researchers and inspired graduates.

At a basic level, our sustainable development means that we try to balance the ‘three pillars’ of environmental, economic and social elements.

We challenge our environmental impact through on-site energy generation and a district heating and cooling network, reducing our reliance on grid electricity and therefore fossil fuels. We promote and use recycled and ‘eco’ products such as biological cleaning materials. We champion local suppliers and ethical causes, including Fairtrade and vegan products. We seek to ensure value for money in a holistic, whole-life costing sense in our new buildings and procurement contracts.

OUR INITIATIVES

Central campaigns, such as holiday shut-downs or awareness day events, support a whole-University approach to energy saving and other initiatives.

Follow us on Twitter [@SustainableUEA](https://twitter.com/SustainableUEA)



OUR CAMPUS

UEA is based on a campus that provides top quality academic, social and cultural facilities to over 17,000 students.

Although located in 320 acres of rolling parkland, virtually no part of the campus is more than a few minutes' walk from anywhere else, so everything is close at hand – the library, nursery, health centre, supermarket (incorporating a post office), banking facilities and restaurants. Amongst the striking buildings is the UEA's Sainsbury Centre for Visual Arts, which contains the Robert and Lisa Sainsbury Collection – one of the greatest art collections formed in Europe during the 20th Century.

The University has invested in new learning and teaching and research spaces, including a celebrated new Enterprise Centre that underpins its commitment to promoting student enterprise and entrepreneurship.

Sport and Recreation plays a major part in the life of the University of East Anglia, centred around the major Sportspark facility which is one of the most successful community sport facilities in the UK. This accessible and affordable facility provides a diverse range of activities, and incorporates a 50m Olympic size swimming pool, indoor climbing wall, coaching resource centre and sports injury clinic.



NORWICH

A CITY OF STORIES

The city's motto is 'A fine city' and its strong cultural heritage has seen Norwich maintain the best of its historical character whilst developing to become one of the most vibrant and attractive cities in Europe. Norwich offers miles of riverside walks and cycle ways, and a unique collection of 1930's parks. The city is surrounded by beautiful countryside and within easy reach of the stunning Norfolk coast.

Norwich is a UNESCO World city of Literature, the first in the UK, as well as being one of the newly named Tech Cities recognising the growth of digital businesses in the region. The most prominent high-rise building, apart from the castle, is the magnificent 11th century cathedral, which still dominates the skyline. The city's medieval centre of cobbled streets remains largely intact, but there is still space for modern buildings such as the city's centrepiece, the Forum, which is a striking piece of contemporary architecture. The glass front overlooks the colourful open-air market (one of the largest in the country) and reflects the city in all its diversity.

The city is consistently rated as one of the top ten shopping venues in the UK. Norfolk and Suffolk attract thousands of visitors each summer. The famous Norfolk Broads are among the most important wetlands in Europe and a haven for rare plants, wildlife and insects. The Broads attract holidaymakers who come to navigate the intricate natural network of waterways formed by the Rivers Bure, Yare and Waveney and their tributaries.

For further information about UEA's excellent facilities, staff benefits, picturesque campus and the UEA working environment, please visit the 'Careers at UEA' microsite <https://www.uea.ac.uk/about/working-at-uea>. Additional information about living and working in the city of Norwich can be found at <https://www.workinnorwich.co.uk/>



If there is another city in the United Kingdom with a school of painters named after it, a matchless modern art gallery, a university with a reputation for literary excellence which can boast Booker Prize-winning alumni, one of the grandest Romanesque cathedrals in the world, an extraordinary new state-of-the-art public library then I have yet to hear of it. Norwich is a fine city. None finer.

STEPHEN FRY



LOCATION

Some cities you've heard of, others you have to discover. Norwich is one of the most beautiful, modern historic cities in Britain. It's a city that celebrates the independent, stimulates creativity, promotes change and encourages diversity.

UEA is a campus university located 3 miles from the centre of Norwich. Situated in the heart of Norfolk, which means it's an ideal location to explore Norwich and beyond.

BY RAIL

LONDON • 2 HOURS

CAMBRIDGE • 1 HR 15 MINS

BIRMINGHAM • 4 HOURS

Many European cities (including Paris and Amsterdam) easily accessible by train

BY ROAD

KINGS LYNN • 1 HOUR

CROMER • 45 MINUTES

SOUTHWOLD • 1 HOUR

BY AIR

NORWICH AIRPORT • 20 MINUTES

STANSTED AIRPORT • 2 HOURS

London is a major airline hub and all main international destinations are easily accessible



An internationally renowned university, UEA is ranked in the UK Top 25 (Complete University Guide 2025), UK Top 30 (The Mail 2025) and the World Top 100 (Times Higher Education Impact Rankings 2024), where it ranks in the UK Top 20 for research quality (Times Higher Education Rankings for the Research Excellence Framework 2021) and World Top 20 for Health and Wellbeing (QS World University Rankings for Sustainability 2024), reflecting the international excellence of its research environment. The University holds UK Teaching Excellence Framework Silver status.

Equality, Diversity, Inclusion and Wellbeing

The University is committed to diversifying its workforce and to the wellbeing of all our staff. For example, we already hold an Athena Swan Silver Institutional Award in recognition of our advancement towards gender equality. Further details on our broader Equality, Diversity, Inclusion and Wellbeing work can be found on our [website](#).

