



**UNIVERSITY OF LINCOLN
JOB DESCRIPTION**

JOB TITLE	Programme Administrator - Business Development				
DEPARTMENT	College of Arts, Social Sciences and Humanities				
LOCATION	Lincoln Campuses				
JOB NUMBER	CASH026	GRADE	4	DATE	April 2024
REPORTS TO	Operations Manager (Marketing and Business Development)				

CONTEXT

Located in the beautiful city of Lincoln and well connected to businesses in the area, Lincoln International Business School is a growing and ambitious school with an internationally diverse student body and a set of programmes ranked highly in the National Student Survey. The school is investing in research and enterprise seeking to enhance its role as a hub with both local and global connections. The Business School occupies a custom designed building close to the railway station with modern learning spaces for students, a specialist facility for corporate education, and flexible spaces to support collaborative research.

JOB PURPOSE

As part of the Business Development Professional Services Team, the Programme Administrator will be concerned with supporting the Help to Grow: Management programme. The role will provide business administration and support for the day-to-day operation of the Help to Grow project. You will be a digitally competent, personable and a proactive administrator. You will familiarise yourself to a competent level on university systems such as AMS, finance and room booking systems. You will also be confident in relationship management, organising workshops, events, and extracting data for reporting purposes.

KEY RESPONSIBILITIES

Planning and organising

Support the Help to Grow project team with project and resource coordination, for successful delivery in accordance with the outputs targeted by the Department of Business, Energy, and Industrial Strategy (BEIS).

Communicating effectively with all participants via telephone, video conferencing and email to ensure that the participant understands the project registration and exit documentation, alongside the submission of appropriate supporting evidence. Answering questions regarding the information requirements and ensuring all documentation is in place before the participant is enrolled on the Help to Grow programme.

Providing all participants who have undertaken the Help to Grow programme with all follow-up information including access to the webinar recording, supporting materials where appropriate, evaluation form and exit form, alongside detailed instructions as to the completion, signature and return of required documentations.

Agree terms of reference, schedule, co-ordinate and document project boards and steering groups to ensure effective management of partners and stakeholders.

Effectively manage the relationships with all project stakeholders – both internal and external. Managing expectations of the stakeholders, ensuring communication with all areas of the University who need to be involved in the project.

Finances

Support the relationships with external partners to ensure the financial procedures are compliant and being followed. Escalate to manager if this is not being followed.

Enhance and continually improve the administrative procedure for keeping records for project finances.

Monitor completion of project staff timesheets against profile.

Coordinate all Associate Lecturer and "Supplier" tutor contracts, engagements, fees, and payments for Help to Grow with support from the College Finance team.

Monitoring costs against budgets and reporting to Senior Operations Manager (Resources and Infrastructure) on a regular basis on spend and highlight any budgets that may be reaching their limits.

Working with Business Partners and Professional Services managers to review processes, costs and fees for the programmes.

Working with Payroll to ensure timely payment of fees.

Ensuring supplier contracts are kept up to date, ad hoc email accounts current, and annual salary increases applied where relevant. Raising POs and managing invoicing process for supplier tutors.

Events

Support the planning and organisation of Alumni events, working alongside the Executive Development Team and academics to deliver on the day.

Communicate to delegates, inviting them to Alumni events, managing the registration process and follow up communications.

Manage relationships with internal and external suppliers such as venues, caterers, print and media suppliers, partners, and contributors to ensure that orders are placed, and payment is made in a timely manner.

Support in the development and delivery of a series of events for generating interest in executive development programmes and building college partnerships.

Information and Auditable Reporting

Support of project documentation, including ensuring full compliance with the funders requirements, accurately recording sensitive information and outcomes of interactions with participants on the associated project database / systems.

Capture and prepare accurate project progress records and project monitoring information for the Programme Manager flagging any emerging risks and issues to the Programme Manager for resolution.

Ensure auditable evidence is available on a timely basis and support the compilation and preparation of the monthly Help to Grow claims in line with the requirements of the Funding / Partnership Agreement and BEIS regulations.

Ensure all project evidence is collated and stored consistently and securely and is readily available for inspection in anticipation of audits.

Manage and update project information on an internal project database and run reports as required.

Collate basic evidence and ensure compliance with BEIS and Small Business Charter publicity requirements.

In addition to the above, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.

ADDITIONAL INFORMATION

Scope and Dimensions of the Role

This role is best suited to an engaged and organised administrator who carries an appreciation of business and the achievement of accurate reporting. A self-starter, who is comfortable with cross-team working and who is confident in liaising and building relationships internally and with the business community.

Key Working Relationships/Networks

Internal	External
<ul style="list-style-type: none">• Director of Operations• Operations Managers• Academic and administrative staff within the College• Staff in other Colleges and all central University Departments• Students	<ul style="list-style-type: none">• Small Business Charter team• BEIS (Department of Business, Energy and Industrial Strategy)• CABS (Chartered Association of Business Schools)• Funding agencies• Local Government• Partners such as local businesses and organisations• National and international businesses• Professional and business network organisations• Guest speakers and VIPs at corporate events• The general public• Suppliers



**UNIVERSITY OF LINCOLN
PERSON SPECIFICATION**

UNIVERSITY OF
LINCOLN

JOB TITLE	Programme Administrator - Business Development	JOB NUMBER	CASH026
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Selection Criteria	Essential (E) or Desirable (D)	Where Evidenced Application (A) Interview (I) Presentation (P) References (R)
Qualifications:		
First degree in a relevant subject or equivalent.	D	A
Experience:		
Demonstrable experience of supporting projects	E	A/I
Experience of coordinating multiple activities	E	A/I
Experience of negotiating with stakeholders in respect of project resources and delivery	D	A/I
Excellent knowledge of administrative support processes and activities, e.g. business systems: finance, purchasing, invoicing, contract coordination, process audit	E	A/I
Experience in event management	D	A/I
Skills and Knowledge:		
Excellent relationship management skills with strong interpersonal skills and the ability to establish and maintain trust and credibility.	E	A/I
Effective communication skills, both oral and written, with the ability to collate and present information professionally	E	I
Excellent IT skills including a good working knowledge of IT systems	E	A/I
Effective organisational skills, with the ability to organise own workload and that of others to meet tight deadlines	E	A/I
Ability to work as part of a team	E	I
Proven ability to coordinate / manage resources, following a plan and deploy in a timely manner	E	A/I
Ability to use data and information effectively to set and monitor delivery objectives	E	I
Ability to demonstrate the building and maintaining of strong working relationships with stakeholders	E	I
Competencies and Personal Attributes:		
Highly effective and confident manner; professional client relationship development, management and customer service	E	I
Very high level of attention to detail	E	I
Confident networker	D	I
An effective team member	E	I
Proactive and able to use initiative	E	I

Organised, reliable and flexible. An ability to deliver to tight deadlines in a demanding environment	E	I
Business Requirements		
Flexible working hours – to accommodate occasional evenings, early mornings and weekend working	E	I
Able to undertake travel off-site in the UK to attend events.	E	I

Essential Requirements are those, without which, a candidate would not be able to do the job. **Desirable Requirements** 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.

Author	TH	HRBP	JE
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