

Planning, Compliance & Finance Manager – Estates and Campus Services – Grade G

Job Description

Purpose

To provide expertise and support to Commercial Services, particularly Catering Services, leading a culture of training, compliance, continuous improvement and excellent customer service.

To plan, manage and take the lead on delivering any new projects, including the digital transformation of the Catering Service for both front and back of house to enhance customer experience and improve operational efficiency and compliance.

To manage financial planning, reporting and analysis ensuring robust systems and processes in place to effectively control costs and achieve agreed budgets.

To develop an environmental sustainability roadmap across Commercial Services which aligns with the University's goals.

Duties

1. Manage finance and stock team to ensure accurate financial reporting, budget adherence, procurement and waste minimisation.
2. Responsible for analysing the financial performance of Commercial Services, with particular focus on Catering Services, to drive departmental efficiencies and enable accurate forecasting. Support the monitoring of performance against budget during the year, identify and analyse variances and take appropriate action promptly and effectively.
3. Manage month-end reporting in partnership with the Finance Team, reviewing the monthly financial position with the Heads of Department and Deputy Director of Commercial Services.
4. Prepare, maintain and analyse financial reports and generate action plans with Budget Holders to monitor and improve performance. Provide any ad-hoc financial or management/operational reporting.
5. Play a key role in the procurement of catering related purchases and work closely with members of the Central Finance team to ensure department processes are kept up to date, are accurate and aligned with university procedures.
6. Responsible for the management of the catering department's systems software including developing and maintaining a strong working relationship with suppliers and working closely with Managers to continuously review and develop systems to

ensure operational efficiency and accurate data. Provide user support to department for all systems.

7. Lead on and project manage all new software/system projects within Commercial Services to ensure an efficient implementation process, including digital sales platforms, loyalty schemes, stock control, EPOS, coordinating with key stakeholders and partners such as LIS, Procurement and Finance.
8. Conduct audits of internal operations and processes to ensure compliance, evaluate processes and identify areas of improvement, and prepare audit reports documenting findings with an action plan.
9. Work closely with the Health & Safety team and departmental managers to ensure robust procedures and safe working practises are in place and compliance with food safety and hygiene regulations.
10. Work with the Heads of Department to develop an annual plan of training needs against Job Roles including statutory and compliance requirements.
11. Support the University's commitment to equality, diversity, and inclusion by fostering an inclusive culture through the recruitment, development, and retention of talent.
12. Undertake other relevant duties and responsibilities appropriate to the grade of the post.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Experience of managing a finance and stock system and associated software packages (Application / Interview).
- Proven experience of managing a variety of projects to successful completion (e.g. business process improvements, IT projects with differing technical content) (Application/Interview).
- Experience in managing a team and working with stakeholders and suppliers with the ability to build productive relationships and effectively deliver on objectives (Application/Interview).
- Undergraduate Degree or equivalent or significant relevant professional experience (Application).
- Proficient in the use of Microsoft Office, particularly Excel (Application/Interview).

- A working knowledge of the management of Health and Safety in the workplace (Application /Interview).
- Excellent organisation, prioritisation and project management skills (Application/Interview).
- Excellent verbal and written communication skills, with the ability to convey complex information to varying stakeholders (Application/Interview).
- Ability to work independently and as part of a wider team (Application/Interview).
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions and behaviours (Interview).

Knowledge, Skills, and Behaviours (Desirable)

- Professional finance qualification (Application).
- Experience of working closely with a catering team (Application / Interview).
- Experience of managing hospitality systems such as EPOS, Conference & Events and Catering Online Bookings (Application / Interview).