Job Related Information

This document includes information about the role for which you are applying and the information you will need to provide with your application.

1. Role Details

<table>
<thead>
<tr>
<th>Vacancy reference</th>
<th>14978</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Business Planning and Operations Manager</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Head of Business Management</td>
</tr>
<tr>
<td>Salary:</td>
<td>£38,000 to £48,000</td>
</tr>
<tr>
<td>Terms and conditions:</td>
<td>OUW</td>
</tr>
<tr>
<td>Grade</td>
<td>OUW</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>Permanent</td>
</tr>
<tr>
<td>Working hours:</td>
<td>37</td>
</tr>
</tbody>
</table>
| Location:         | Walton Hall  
|                   | Milton Keynes |
| Closing date:     | Midday 11 September 2018 |
| Type of application form accepted: | OU short application form plus CV.  
|                    | All applications should be accompanied by a covering letter detailing how candidates fit the criteria in the person specification. |
| Number of referees required: | Three |
| Unit recruitment contact: | Diane Latimer |
2. Summary of duties

The Business Management team is a newly developed team that acts as a core enabling function, sitting at the heart of the Business Development Unit (BDU). Working in a fast changing environment the Business Management team cover a broad range of activities to support the shaping and delivery of key business objectives.

Reporting to the Head of Business Management, the Business Planning and Operations Manager will be responsible for supporting the BDU in two key areas;

- through the generation of research and business insights and analysis to inform and contribute to the Unit’s commercial strategy and business planning process, and,
- the development and maintenance of sustainable operational business models and processes that can be managed within University capabilities.

The post holder will play a key role in informing University stakeholders at various levels of industry-leading insights, through the generation of committee papers, briefings, presentations and internal communications. The post holder will support business development activity across all business lines by shaping and delivering solutions to new business opportunities within University capabilities in order to accelerate revenue growth across the Unit’s business lines.

The Business Planning and Operations Manager will also support the Head of Business Management in managing key strategic business development projects. This will include the planning and management of projects, conducting research and analysis, the production of project briefs and plans, together with the effective handover of projects back to the business.

This opportunity would suit an ambitious candidate with leadership capabilities, who is looking to develop and expand their knowledge of the dynamics of the UK and International Higher Education sector as well as an in-depth understanding of the Open University’s business model and value proposition to support strategy development.

Key responsibilities:

- Identify information sources and develop frameworks for producing market led quantitative and qualitative insights to inform key business priorities as directed by the Head of Business Management and Executive team in the Business Development Unit.
- Assist the BDU’s leadership team with the formulation of the Unit’s strategy and the business plan that supports the University’s income diversification. Conduct and direct insights and analysis that underpin these plans.
- Support the Unit’s aims and objectives through the generation of governance documents, reports, briefings and presentations as required. Including internal and external communications to support the University’s engagement strategies with a wide range of audiences within the OU and in the education sector.
- Support target planning by developing forecasting models for income benefits, informed by market and business insights. Work with stakeholders to gain institutional agreement for developed models.
- Support and input into the development of solutions and an infrastructure required to deliver strategic programmes which will contribute to the aim of growing the University’s revenue streams by building new businesses and creating new markets.
- Input into the design and implementation of an end-to-end process to maximise the effectiveness of the BDU’s capabilities and to facilitate the effective and efficient delivery of accelerated profitable growth and the overall Unit’s strategy and targets.
- Oversee the review and development of internal systems and processes to further enable the Business Management team to deliver excellent service to internal and external customers and provide value
added solutions.

- Develop and set-up sustainable operational business models that can be managed within University capabilities, providing guidance to internal stakeholders concerning internal capability, processes, systems and product.
- Cultivate and manage appropriate relationships within the University (e.g. BDU business lines, faculties, project teams) as well as with external clients and other stakeholders.
- Support Business Development activity across the Unit by assisting with the project management and co-ordination of key strategic projects including the production and management of project documentation.
- Where appropriate, participate in University projects that help deliver the BDU’s objectives and targets.

All staff are expected:

- To undertake any other duties which may be reasonably required;
- To take reasonable care of the Health & Safety of themselves and that of any other person who may be affected by your acts or omissions at work
- To demonstrate a strong commitment to the principles and practice of equality and diversity.

3. Person specification

Requirements  (E = Essential/ D = Desirable)

Education, qualifications and training

Essential:
A degree at 2.1 or higher, or equivalent training or work experience.
Highly proficient in Microsoft Office software (in particular Word, Excel and Power Point).

Desirable
Project Management qualification (such as Prince 2 or APM qualification) or relevant training or work experience.

Knowledge, work and other relevant experience

Essential:  
Experience of stakeholder engagement, influencing and negotiating skills.
Experience of working within a challenging, dynamic environment.
Experience of working in a complex organisation or on a complex project with multiple stakeholders.

Desirable: 
Experience of working in Higher Education sector or sector-related knowledge.
Experience of statistical modelling.
Experience of data management, using statistical skills to meet business needs.
## Personal abilities and qualities

| **Essential:** | Exceptional verbal and written communication skills with a natural ability to draft clear, concise and compelling prose.  
Excellent research, information gathering and analytical skills, the ability to analyse complex information quickly and accurately, and to communicate information effectively in reports, papers and briefs.  
Ability to identify and resolve complex problems and issues.  
A self-starter with excellent planning and prioritising capabilities and the ability to cope with multiple demands effectively in a changing environment.  
Ability to work with minimum supervision and taking personal responsibility and ownership of tasks.  
A team player who is goal-orientated and able to work autonomously whilst managing their own area and working collaboratively with colleagues.  
Excellent analytical and numerical skills with the ability to assimilate and analyse complex information quickly and accurately.  
Ability to communicate effectively with stakeholders across multiple levels and functions of the organisation and with external stakeholders. Ability to translate complicated concepts into simple narratives.  
Good networking skills and the ability to build collaborative cross-functional working relationships.  
Capacity for project management – no formal qualifications or specific prior experience is required, but candidates should be able to demonstrate excellent project management skills or experience.  
To undertake any other duties which may reasonably be required. |
| **Desirable:** | A creative and innovative approach. |

### 4. Role specific requirements e.g. Shift working

The successful applicant may be subject to pre-employment checks.
5. About the unit/department

Open University Worldwide

It is essential that The Open University (OU) continues to become less dependent on government funding. To do this, the University needs to grow and diversify alternative income streams which contribute to the financial sustainability and supports core teaching, learning and research activities.

Competition for students, staff and funding is intense and global, and students’ expectations have risen sharply as learners increasingly view themselves as ‘consumers’ of education. The demand for top class facilities and services is growing, as are expectations for flexible learning patterns and qualifications that will really make a difference to careers.

The Open University has developed ambitious plans to grow associated revenues through its commercial entity, Open University Worldwide (OUW). OUW is a part of the Business Development Unit (BDU).

This is an exciting time to join the OU in a dynamic team within a commercially focused Unit, and to contribute to the University’s commercial success.

The Business Development Unit

The aim of the Business Development Unit is to support the Open University’s income diversification strategy. The Unit is committed to the delivery of innovative and profitable learning solutions, for students, businesses and partners in the UK and global markets.

The BDU is working to construct and implement the overall business development strategy for the OU both in the UK and internationally. This activity includes improved partnerships and business development efforts in faculties and in the nations and regions.

The Unit has two core activity streams:

- To deliver sustainable net revenue streams for the OU through developing existing partnerships and through developing business in new markets.
- To be a customer-focused business, generating significant growth of revenue. The rate of growth will be governed by the BDU’s Unit Plan, which will set achievable targets for increasing both income and profitability.

6. How to obtain more information about the role or application process

If you would like to discuss the particulars of this role before making an application please contact Kirsty Snapes on email: kirsty.snapes@open.ac.uk

If you have any questions regarding the application process please contact Diane Latimer on email: bdu-recruitment@open.ac.uk
7. The application process and where to send completed applications

<table>
<thead>
<tr>
<th>Please ensure that your application reaches the University by:</th>
<th>Midday Tuesday 11 September 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Post it to:</td>
<td>Diane Latimer</td>
</tr>
<tr>
<td>Job title:</td>
<td>Staffing &amp; Resources Coordinator</td>
</tr>
<tr>
<td>Department/Unit:</td>
<td>Open University Worldwide</td>
</tr>
<tr>
<td>Address:</td>
<td>Business Development Unit</td>
</tr>
<tr>
<td></td>
<td>1st Floor, East Perry Building</td>
</tr>
<tr>
<td></td>
<td>Walton Hall</td>
</tr>
<tr>
<td></td>
<td>Milton Keynes</td>
</tr>
<tr>
<td>Post Code:</td>
<td>MK7 6AA</td>
</tr>
<tr>
<td>Or e-mail your application to:</td>
<td><a href="mailto:bdu-recruitment@open.ac.uk">bdu-recruitment@open.ac.uk</a></td>
</tr>
</tbody>
</table>

8. Selection process and date of interview

<table>
<thead>
<tr>
<th>The interview panel will be chaired by:</th>
<th>Kirsty Snapes, Head of Business Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>The other members of the interview panel will be:</td>
<td>Viren Patel, Director Corporate Sales</td>
</tr>
<tr>
<td></td>
<td>Bridget Dix, Business Operations Lead</td>
</tr>
<tr>
<td>The interviews will take place on:</td>
<td>Wednesday 19 September 2018</td>
</tr>
<tr>
<td>The selection process for this post will include</td>
<td>Interview and task.</td>
</tr>
</tbody>
</table>

We will let you know as soon as possible after the closing date whether you have been shortlisted for interview. Further details on the selection process will also be sent to shortlisted candidates. Applications received after the closing date will not be accepted.