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>15775</th>
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<tbody>
<tr>
<td>Job title:</td>
<td>Business Planning and Operations Manager</td>
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<tr>
<td>Reports to:</td>
<td>Business Operations Lead</td>
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<tr>
<td>Salary:</td>
<td>£38,000 to £48,000</td>
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<tr>
<td>Terms and conditions:</td>
<td>OUW</td>
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<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>
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<tr>
<td>Location:</td>
<td>Walton Hall</td>
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<td></td>
<td>Milton Keynes</td>
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<td>Closing date:</td>
<td>9am on Monday 11 March 2018</td>
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<tr>
<td>Type of application form accepted:</td>
<td>Short application form and covering letter</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>One</td>
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<tr>
<td>Unit recruitment contact:</td>
<td>Diane Latimer, Resourcing Assistant</td>
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</table>
2. Summary of duties

The Business Management team is a recently 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.

The Business Management Team are responsible for supporting the BDU across the following 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
- through the generation, maintenance and analysis of data, creation and development of reports, production of management information and performance indicators and dashboards
- Business systems support, including maintenance, development, customisation and integration of business systems

The Business Planning and Operations Manager will play a key role in the development and application of analytics to evaluate and drive business performance, including the development of performance dashboards and accompanying management information

The post holder will engage with BDU and University stakeholders to convert business requirements into technical solutions, as well as identifying areas for improvement, based on knowledge of the business areas.

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 interest in understanding of the Open University’s business model and value proposition to support strategy development

Key responsibilities:

- Undertake / contribute to the analysis and provision of strategic 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 research and analysis to create insights that underpin these plans.
- Develop and improve application of analytical tools and best practice methodologies to support data analysis in a commercial context.
- Support any ad hoc requests for management information or analytical projects as directed by the Head of Business Management and Executive team in the Business Development Unit.
- Continue to develop and strengthen frameworks for monitoring sales pipeline and business performance and define appropriate KPIs. Support the development of the BDU’s data capabilities to enable the reporting of relevant metrics and KPIs in an efficient and automated manner.
- 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.
- Undertake a quarterly process to reconcile data on sales performance to inform income forecasting and report progress against revenue targets.
- Support the Unit’s aims and objectives through the contribution to the generation of governance documents, reports, briefings and presentations as required including institutional reporting on Unit performance and pipeline.
- Working across the BDU to capture requirements and formulate clear, concise documentation that enables the technical team to develop and deliver business solutions.
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**
Understanding and experience of Project Management methodologies and application.

**Knowledge, work and other relevant experience**

**Essential:**
Significant and relevant experience of the application of analysis and analytics in a commercial B2C and/or B2B business

Knowledge and experience of developing and applying statistical, analytical and data visualization tools to aid business analysis and decision making

Experience of working with or administering a CRM system (or similar)

Experience of working with large and complex datasets to generate high quality outputs to support business development and strategy

Able to demonstrate excellent analytical and numerical skills to assimilate and analyse complex information quickly and accurately

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 data management, using statistical skills to meet business needs

Knowledge and experience of SAS (Enterprise Guide), Tableau, SalesForce and Pardot or similar

Experience of statistical modelling

Experience of working in Higher Education sector or sector-related knowledge
**Personal abilities and qualities**

| Essential: | Exceptional verbal and written communication skills with a natural ability to draft clear, concise and compelling prose and communicate effectively with stakeholders across multiple levels and functions of the organisation |
|           | 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 to a range of stakeholders |
|           | 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 |
|           | Good networking skills and the ability to build collaborative cross-functional working relationships |
|           | Capacity for project management – no formal qualifications are 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 by email: Kirsty.snapes@open.ac.uk.

If you have any questions regarding the application process, please contact the Resourcing Hub by email: resourcing-hub@open.ac.uk.

7. The application process and where to send completed applications

Your application should contain:

- Short Application form
- CV
- A covering letter of up to 2 sides of A4 describing why you are applying for this post and detailing how you fit the criteria in the person specification.

NB: It is important that candidates complete all sections of the application form in full.
Please ensure that your application reaches the University by: 9am on Monday 11 March 2019

E-mail your application to: Resourcing-hub@open.ac.uk

8. Selection process and date of interview

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<tr>
<th>The interview panel will be chaired by:</th>
<th>Kirsty Snapes, Head of Business Management</th>
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| The other members of the interview panel will be: | Abigail Davies, Business Planning & Operations Manager  
Viren Patel, Director Corporate Sales |
| The interviews will take place on: | Friday 15 March 2019 |
| The selection process for this post will include | Interview and task |

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.