UNIVERSITY OF WARWICK

# Job Description

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| Job title | Resources Team Lead |
| Department | Information & Digital Group |
| Grade | FA5 |

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| Job purpose (a brief summary of the role) | The Resources Team Lead sits within the Office of The CIO team within the Business Engagement Domain. The main purpose of the role is to provide day to day supervision of the team of resource administrators, providing guidance on administrative, clerical and development issues, ensuring compliance with current practices (including finance, procurement, and HR), and identifying and implementing process improvements.<br><br>The Resources Team Leader provides administrative support to relevant stakeholders across IDG, Finance and Procurement as required in the management of purchase orders, invoicing, and other administrative issues, ensuring that the team delivers a high standard of service for all its stakeholder requests.<br><br>The role provides an escalation route for complex queries, providing guidance and support as required, and ensures that all activities are completed in an efficient and compliant manner, following university policies. |
| Duties and responsibilities | **Team Management**<br><br>▪ Manage the quality and volume of work conducted by the Resources Team. This will include but is not limited to:<br><br>o Ensuring correct distribution of tasks across the team<br>o Arranging cover for peaks and troughs of workflow and reviewing workloads<br>o Managing HR related activities, including sickness, disciplinary, performance, annual leave, recruitment, escalating more complex queries to Head- Office Of The CIO<br><br>**Operational Management**<br><br>▪ Act as conduit for IDG to procurement team ensuring compliance to procurement policies and procedures (e.g. FP15), which includes recommending changes as required.<br>▪ Lead in the implementation of cross-departmental initiatives, working collaborating with stakeholders in procurement and finance to deliver improvements to processes and procedures.<br>▪ Provide expertise to IDG on procurement processes and activities, leading on activities such as providing advice and training.<br>▪ Be the escalation point for Resource Administrators, internal colleagues and external suppliers, looking for support for any queries.<br><br>**Process**<br><br>▪ Own the creation and maintenance of all Resources Standard Operating Procedures ensuring the manual is revised and reviewed for continual improvement. |

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| | ▪ Create, implement and monitor process improvements relating to the purchase order lifecycle flow, to optimise processes ensuring effective and consistent data management practices. This will include undertaking projects that involve collaborating with wider stakeholders (e.g. updating Opera data).<br>▪ Ownership of departmental rollout of planned and tool changes working with stakeholders in other departments ensuring a smooth transition.<br><br>**Other**<br><br>▪ Support the Head Of the Office Of The CIO/Head Of Strategic Vendor Management with implementing wider departmental improvements within the purchase order lifecycle<br>▪ Carry out other ad hoc duties commensurate with the post level, as required by the Head of the Office of the CIO. |

**Person Specification**

*The Person Specification focuses on the essential and desirable knowledge, skills, experience and qualifications required to undertake the role effectively. This is measured by (a) Application Form, (b) Test/Exercise, (c) Interview, (d) Presentation.*

| Essential Criterion No. | Essential Criterion Description | Measured by |
|---|---|---|
| E1 | Proven experience in supervising or leading an administrative team particularly in a finance related capacity within a complex organisation. | A & C |
| E2 | Experience of following finance and procurement regulations and processes. | A & C |
| E3 | Demonstrable ability to manage workloads and distribute tasks effectively across a team. | A & C |
| E4 | Experience of implementing process improvements and optimising workflows. | A & C |
| E5 | Excellent communication and interpersonal skills and a high level of accuracy in written and spoken English, with confidence to communicate with a wide range of stakeholders. | A & C |
| E6 | Strong organisational and time management skills with the ability to manage peaks and troughs in workflow. | A & C |
| E7 | Commitment to delivering a high standard of service and ensuring compliance with organisational policies. | A & C |
| E8 | Proven ability to lead, motivate, and develop a team, fostering a positive and high-performing culture. | A & C |

| Desirable Criterion No. | Desirable Criterion Description | *Measured by* |
|---|---|---|
| D1 | Experience working within a university or public sector environment. | A |
| D2 | Knowledge of procurement policies and procedures (e.g., FP15). | A & C |
| D3 | Experience leading cross-departmental initiatives or projects. | A |
| D4 | Ability to create and maintain Standard Operating Procedures (SOPs). | A |
| D5 | Experience providing training or advice on procurement or administrative processes. | A |