

## Job Description

### Business Coordinator GOETEC Consortium

<b>Salary:</b>	Grade 5
<b>Contract:</b>	Part time, 0.5 FTE, fixed term 14 months in the first instance
<b>Location:</b>	Canterbury Campus
<b>Responsible to:</b>	Head of GOETEC Consortium
<b>Job family:</b>	Administrative, professional and managerial

### Job purpose

The purpose of this role is to coordinate GOETEC's financial and related business processes to the high standard required to maintain exceptional relations with GOETEC members, partners, suppliers and other external stakeholders. Responsibilities include:

- Working closely with the GOETEC team to ensure that activities, events and projects are well supported, with particular focus on monitoring and reporting on financials.
- Being the first point of contact for GOETEC's billing and finance queries and matters related network connectivity, notably those relating to network recharges, new orders and changes to or faults with connectivity.
- Working with the University's central finance team to deliver GOETEC's financial requirements in line with University financial regulations.
- Documenting business processes and make process improvements to ensure efficiency and effectiveness.
- Ensuring work is prioritised and business processes are efficient and effective to support GOETEC's business as usual and projects, and regularly adopt and embrace new processes to achieve exceptional standards.
- Using excellent communication and organisational skills and work with minimal supervision.

### Key accountabilities

The following are the main duties for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

- Meticulous handling of all matters related to GOETEC finance, billing, procurement and ordering, as well as for communications regarding network connectivity matters, ensuring excellent customer service is provided. Taking ownership of queries by ensuring resolution or escalation, and adhering to all appropriate legislation and University guidelines and policies.
- Administer a range of transactional financial processes to ensure GOETEC's financial administration meets University regulations including items such as internal and external recharging, expense claims, monthly monitoring, financial forecasting, end of financial year processes, ensuring all transactions are accurately recorded and reconciled correctly.
- Produce reports on financials and KPIs for GOETEC Committee, Strategy Group, project boards or other meetings as needed, and record and monitor GOETEC's budget lines and advise budget holders as required.
- Provide account management for GOETEC to support the Head of GOETEC Consortium/budget holder as required, meeting on a monthly basis to provide a financial overview and collaborating on the sections financial forecast. Ensuring operational efficiency and compliance with University regulations at all times.

- Support new incoming-generating and other activities led by the Head of GOETEC Consortium with focus on financial forecasting, budgeting and reporting.
- Support the development of a dashboard to track and monitor KPIs.
- Provide project support as part of GOETEC's project management service, including project documentation and budgeting.
- Maintain the Consortium's contracts register and support related meetings.
- Use all the relevant technologies to ensure the most effective execution of GOETEC finance and related business tasks, including using the GOETEC SharePoint and GOETEC monday.com area.
- Initiate and implement process improvements, including maintenance of secure files and documenting all finance and related business processes.
- Assist with network monitoring and communicating with members on any issues.
- Work closely with the GOETEC Administration Co-ordinator and be familiar with the business-critical functions of that role in order to provide cover when that team member or the Head of GOETEC Consortium is on leave.
- Any other duties that reasonably fall within the scope and grade of the role.

## Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- Maintain high standards of communication and overall approach when working with colleagues at member and partnership organisations, and able to respond to enquiries and follow processes appropriately.
- Maintain accuracy when dealing with financial data and ensure excellent attention to detail, identify discrepancies and resolve them where possible, knowing when to refer/escalate.
- Understand financial procedures and regulations and explain to colleagues as necessary.
- Decide what is, or should be, a priority, using knowledge of the regular reporting cycle, operational and strategic plans, asking for guidance or signposting queries when necessary.
- Work cooperatively with the team to ensure cover for individual allocated actions when a member of the team is absent.
- Be able to develop an understanding of the technical context which informs GOETEC's work.
- Balance competing priorities and demands, using their own initiative and planning their own workload.
- Maintain confidentiality when accessing sensitive information.

## Facts & figures

The GOETEC Consortium is a membership organisation comprised of the IT and Digital Services departments at the HE, FE and other public sector organisations in the Kent region.

The Consortium membership currently includes Canterbury Christ Church University, University of Greenwich, University of Kent, East Kent Colleges Group, MidKent College, North Kent College, Kent County Council and Kent Public Services Network. Partners include Jisc, UCISA and Kent Connects. GOETEC regularly works with relevant suppliers for the benefit of our member organisations.

The Consortium is fully funded by member subscriptions and through income-generating activities. GOETEC is hosted at the University of Kent and is located within the Information Services department.

This role is part of a small team who are expected to work closely to ensure the smooth-running of GOETEC Consortium. The team is comprised of one full-time Head of GOETEC Consortium, one 0.5FTE Administration Coordinator and one 0.5FTE Business Coordinator.

## Internal & external relationships

**Internal:** : Staff within the GOETEC team including the GOETEC Chair (who is based at the University of Greenwich), staff within the Assurance and Enablement team in IS and staff at all levels in relevant Divisions and Professional Services departments at the University.

**External:** Colleagues across the GOETEC member and partner organisations, suppliers and other related colleagues.

## Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Regular use of Screen Display Equipment
- Repetitive limb movements
- Pressure to meet important deadlines such as might be inherent in high profile projects

## Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

### Essential Criteria:

- Educated to A Level and AAT Level 3 or equivalent experience (A)
- Experience working within the Higher Education or Further Education sector (A,I)
- Previous experience in a financial role. (A,I)
- Excellent demonstrable numeracy skills and a high level of accuracy and attention to detail (A, I,T)
- Experience using UBW (Unit 4 Business World), or other similar financial systems (A,I,T )
- Strong IT skills, including excellent understanding of databases and spreadsheets, experience using MS365, including all standard MS Office apps, SharePoint, Forms, and Teams and comfortable with technology and willing to learn (A,I,T)
- Excellent organisational and communication skills with the ability to proactively implement processes and ability to deal confidently with a range of people at all levels (A,I)
- Ability to provide exceptional customer service, being understanding of queries that you receive and knowledgeable in the advice, guidance and support you provide (I)
- Strong team worker with a flexible approach to duties and the ability to build and maintain good working relationships (I)
- Ability to prioritise and manage own workload in order to meet deadlines (I)
- Firm commitment to facilitating the GOETEC's collaborative approach to bringing together all Consortium members (I)
- A firm commitment to fostering a working and learning environment that is respectful, inclusive and values diversity, including diversity of thought, and which enables staff and students from a wide range of backgrounds to thrive (I)

### Desirable Criteria:

- Experience supporting projects (A,I)
- University-level degree (A)
- Knowledge of accounting processes (A,I)
- Experience working in IT environment (A,I)

*Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage*