

Business Support and Quality Manager

Department	Power Networks Demonstration Centre (PNDC) (http://www.strath.ac.uk/pndc/), Department of Electrical and Electronic Engineering (http://www.strath.ac.uk/eee/)		
Faculty	Faculty of Engineering (www.strath.ac.uk/engineering/)		
Staff Category	Administrative and Professional	Reference No	279361
Reports To	PNDC Executive Director	Grade:	6
Salary Range:	£28331 - £31866	Contract Type:	Open Contract
FTE:	1 (35 hours/week)	Closing Date	23/02/2020

Job Advert

The Power Networks Demonstration Centre (PNDC) wishes to appoint a Business Support and Quality Manager to our growing team.

The work will involve:

- Leading the business support team
- Facilities management
- Procurement, financial tracking and reporting
- Support the Executive team in all HR aspects (recruitment, induction, absence reporting, etc)
- Health and Safety representation for site
- Oversight of Quality Management System, auditing and re-certification

The University of Strathclyde in Glasgow possesses a large internationally rated Engineering Faculty with a proud history of successful joint ventures with industrial and enterprise partners. The Power Networks Demonstration Centre (PNDC) was established in Wardpark North near Cumbernauld in 2014 with the purpose of accelerating the adoption of new 'smart' technologies within advanced power grids, and supporting the increased accommodation of renewable energy systems, electric vehicles and other low carbon technologies. The £12.5 million Centre was founded by the University of Strathclyde and leading energy companies including Scottish Power Energy Networks and Scottish and Southern Energy Power Distribution, with support from Scottish Enterprise and the Scottish Funding Council. With the addition of UK Power Networks, Vodafone, Cisco and

many other partners, the Centre has expanded its membership and this growth is set to continue.



The PNDC is a world-class facility with a team of around 30 dedicated staff. It comprises a purpose-built and flexible test environment to enable the acceleration and de-risking of integrated smart grid solutions to support the realisation of a future decarbonized energy system. There are ambitious plans to grow the facility into a "whole energy systems" test environment, including research activities in heat and transport to complement the existing smart grid activities. The PNDC works with a range of commercial partners and is formally linked to the University through the Institute for Energy and Environment within the Department of Electronic and Electrical Engineering.

Job Description

Brief Outline of Job:

The Business Support and Quality Manager is responsible for the successful delivery of all business support, administrative and quality services to meet the PNDC business requirements.

While part of the University, the PNDC is an off-campus industry facing facility based in Cumbernauld.

Main Activities/Responsibilities:

1.	Manage and coordinate the business support team (currently 2 staff) to deliver effective administration services across all parts of PNDC, to provide support for finance & procurement, HR, facilities management, H&S, asset management, IT provision and general advice.
2.	Line manage and develop the capability of the administration team, motivating and coaching the team to reach their full potential.
3.	Lead the development, improvement and implementation of financial tracking and procurement services for PNDC in line with University procurement policies.
4.	Manage budgets specific to the business support team (consumables, safety spend, major asset maintenance contracts, IT equipment, building maintenance, utilities, facility alterations, etc).
5.	Support the Executive team in all HR aspects. This will include recruitment administration, induction of new staff and contractors, absence reporting and tracking, etc.
6.	Work collaboratively with the stakeholders to develop systems, processes and share good practice across the University. Examples include Occupational Health, Safety and Wellbeing, Faculty Health & Safety Forum, Procurement, Facilities Management, etc.
7.	Oversee the management of PNDC facilities. This is currently delivered via a contract with an external management company. The Business Support and Quality Manager is responsible for managing this contract.
8.	Be the Health and Safety lead for the PNDC site, ensuring site compliance with University H&S guidelines. Ensure staff complete appropriate H&S training, and ensure that all risk and COSHH assessments are completed as required for activities undertaken in the centre. Deliver safety briefings and information for staff, contractors and visitors.
9.	Be responsible for the PNDC Quality Management System, including auditing and re-certification. Lead and co-ordinate the internal audit team to undertake biannual internal audits, and plan and co-ordinate external compliance audits.
10.	Provide administrative support to the Executive team for PNDC Governance meetings (Board, Technical Board, etc)

Person Specification

Educational and/or Professional Qualifications

(E=Essential, i.e. a candidate must meet all essential criteria to be considered for selection, D=Desirable)

E1 HNC/HNC in relevant discipline or equivalent work experience

D1 Relevant degree in appropriate discipline

Experience

E2 Substantial Business Support experience

E3 Experience leading teams

E4 Experience in managing and tracking budgets

E5 Experience in managing supplier contracts

D2 Experience in ISO9001 standard

D3 Experience in developing new processes and implementing processes improvements into a quality management system

Job Related Skills and Achievements

E6 Excellent IT skills, Microsoft office package, Finance systems

D4 Administrative support for formal meetings and boards

D5 Good knowledge of systems and processes such as procurement, finance, health & safety, etc

D6 Excellent organisational, interpersonal and team working skills

E7 Ability to work as part of a team

E8 Ability to work independently and manage own workload

D7 Ability to learn quickly in a fast moving, changing environment.

Personal Attributes

E9 Self-starter, ability to work independently based on high level objectives

E10 Excellent communication skills, with the ability to listen, engage and persuade with a range of audiences

Application Procedure

Applicants are required to complete an application form including the name of three referees who will be contacted before interview without further permission, unless you indicate that you would prefer otherwise. Applicants should also submit a Curriculum Vitae and a covering letter detailing the knowledge, skills and experience you think make you the right candidate for the job. Applicants should also complete the Equal Opportunities Monitoring Form.

Other Information

Further information on the application process and working at Strathclyde can be found on our website (<https://www.strath.ac.uk/workwithus/vacancies/>).

Informal enquiries about the post can be directed to Richard Knight, Director for Strategy & Technology (richard.knight@strath.ac.uk, 01236-617160) or Federico Coffele, R&D Director (federico.coffele@strath.ac.uk, 01236-617162).

Conditions of Employment

Conditions of employment relating to the Administrative and Professional staff category can be found at: [Conditions of Employment](#).

Rewards and Benefits

Our staff have access to a wide range of outstanding benefits that include financial rewards, family friendly and wellbeing benefits and career development opportunities, details of which can be found [here](#).

Probation

Where applicable, the successful applicant will be required to serve a 9 month probationary period.

Pension

The successful applicant will be eligible to join the Universities' Superannuation Scheme. Further information regarding this scheme is available from [Payroll and Pensions](#).

Relocation

Where applicable, the University offers a relocation package to support new employees who meet the eligibility criteria. The relocation package is offered as a contribution towards costs incurred, and is designed to be flexible, allowing staff to use the financial support available in the way that will be most helpful to them. Further details are outlined in the Relocation Policy.

Interviews

Formal interviews for this post will be held in February/March 2020.

Equality and Diversity

We value diversity and welcome applications from all sections of the community.

The University currently holds a Bronze Athena SWAN award, recognising our commitment to advancing women's careers in science, technology, engineering, maths and medicine (STEMM) employment in academia.

University Values

The University's Values capture what we're all about: who we are, what we believe in and what we stand for. [Our Values](#) have been derived from how we act and how we expect to be treated as part of Strathclyde.

