



JOB DESCRIPTION

Title	Manager – Business Investment and Commercial Services (BICS)
Department	Business Investment and Commercial Services (BICS)
Report to	Pro Vice-Chancellor Corporate
Location/Campus	Kukum Campus

Summary:

Provide overall management and direction of SINU's business units to achieve a net surplus target each year. The portfolios directly under the management of the Manager are: Staff quarters, Lodges, Guest Houses and Rented Properties, Hostels, Kitchens and Cafes , Bookshops/Internet Shops/Stationery Shops, Sale of Student products, Hire of Facilities Any other Business activity undertaken and approved under BICS.

Key Result Areas

1. Department Goals and Objectives oriented
2. Resource Management
3. Maximize Productivity
4. Leadership and Management
5. Networking and relationship building
6. Innovation and New Venture Creations
7. Uphold University and Department Policies and Regulations

The performance requirements of the Key Result Areas are broadly described below;

Is Accountable for	And is Successful when
1. Departmental goals and objectives <ul style="list-style-type: none"> • Develop Department annual plans along with department goals and objectives that will ensure the development of the Business units • Departmental and operational goals are communicated to employees and individual goals are aligned to these goals. • Ensure that goals are aligned with SIU's vision and Mission • Develop Business plans and strategies to promote the attainment of surplus targets set by the University • Participates proactively in both yearly and long-term strategic planning 	<ul style="list-style-type: none"> • Annual plans and departmental goals are developed and aligned with SINU-wide goals • Relevant Business Units are developed and operating • Employees have a sense of ownership of departmental and operational goals evidenced in the overall performance of employees • Achievement of surplus targets resulting from business and strategic plans
2. Resource Management <ul style="list-style-type: none"> • Ensure that BICS has the adequate and suitable resources including people, materials, and equipment to undertake its activities 	<ul style="list-style-type: none"> • The department is well-resourced in terms of equipment, materials, and other resources and the department is functioning as expected

<ul style="list-style-type: none"> • Manages the Departmental budget • Participate in the management of quality, audit, and other external assessments. • Manages employees by University regulations 	<ul style="list-style-type: none"> • Employees are motivated and effectively doing their jobs resulting in the achievement of objectives • Budget targets achieved and aligned with Departmental goals and objectives
3. Maximise Productivity <ul style="list-style-type: none"> • Organize and Coordinate operations in ways that ensure maximum productivity 	<ul style="list-style-type: none"> • Evidence of improved productivity in the various business units/sections • Evidence of product/Service quality; • Measurable customer satisfaction in service provision
4. Leadership and Management <ul style="list-style-type: none"> • Leads the development and directs the implementation of the department's strategies and plans • Manages and provides leadership on all operational functions • Oversees the work of employees and provides feedback and counsel to improve efficiency and effectiveness • Performance Management and Development of Staff 	<ul style="list-style-type: none"> • Exudes leadership in driving the department's strategies and plans • Achievement of goals as evidence of the overall performance of the department and staff • Evidence of regular feedback and support provided to develop staff in areas of responsibilities • Up to date with annual Staff performance management process
5. Networking and Relationships <ul style="list-style-type: none"> • Establish and maintain relationships with partners/ vendors and suppliers – locally and internationally as the case requires. 	<ul style="list-style-type: none"> • Relationships with relevant partners, vendors, and suppliers are established and maintained • Local and international partners/Networks established as and where required. • Evidence of good relations resulting in efficiency/effectiveness or bonuses or specials
6. Innovation and new venture creation <ul style="list-style-type: none"> • Gather, Analyze, and interpret external and internal data and make business cases for new ventures 	<ul style="list-style-type: none"> • Innovative ideas and creativity lead to evidence of new venture creation • Use of data leads to improved business efficiency and effectiveness in business processes • Brand creation that improves customer preference and satisfaction
7. Uphold University and Department Policies and Regulations <ul style="list-style-type: none"> • Adheres to University policies and regulations • Ensures that staff and other stakeholders comply and adhere to these including occupational health and safety regulations 	<ul style="list-style-type: none"> • Evidence of staff adhering to University policies and regulations • Staff understanding these regulations and complying with them

Work Complexity

- The most challenging duties typically undertaken:
 - Providing high-quality and detailed reporting to the University management
 - Management and coordination of the various Business Units under own portfolio.
 - Provide high-quality advice directly to decision-makers in the University including up to the Vice Chancellor
 - Negotiations and communications with stakeholders and partners

- Be innovative and identify opportunities for venture creation

Functional Relationships & Relationship Skills:

Key Internal And External Contacts	Nature of Contact Most Typical
External Contact Business Partners/Stakeholders Suppliers/Vendors Customers	<ul style="list-style-type: none"> • Negotiating contracts • Seek and obtain information in areas of shared concern or interest • Liaise on matters concerning business operations • Maintain close relations for information sharing • Provide advice and briefs on product
Internal Contacts Pro VC (Corporate) Senior Management Team Staff of University Vendors/Students and customers of the University	<ul style="list-style-type: none"> • Provide technical advice and regular reports/meetings on progress of activities • Work collaboratively on projects and activities • Co-ordinate the delivery of technical advice to senior management and staff members

Level of Delegation

- The jobholder is required:
 - to self-manage his/her work to achieve the goals and objectives of the department
 - to endorse/approve staff leave applications, and other departmental requirements
 - To provide overall endorsement for staff performance development and management

Person Specification/Minimum Qualification Requirement

Essential

- Relevant high-quality Bachelor's Degree in Business Administration, Marketing, or other related fields, relevant to the demands of the role
- At least 10 years post-degree progressive work experience as a Manager or higher in a similar role at a tertiary institution, or a comparable business in the private sector.
- Demonstrated excellent organizational leadership and management skills
- Outstanding communication and interpersonal abilities
- Thorough understanding of diverse business processes and strategy development.
- Proven ability to work under pressure and with limited resources.
- Must be able to demonstrate the ability to lead and manage a diverse group of workers, set goals, and achieve targets.
- Private sector experience is necessary and international experience would be desirable. Relevant Experience in the tertiary education sector would be an advantage.

Desirable

- Relevant Master's degree in Business Administration, Marketing (or other related field) relevant to the demands of the role and at least 6 years of relevant industrial experience
- OR a relevant high-quality Post-Graduate Diploma in Business Administration, Marketing (or another related field) relevant to the demands of the role with 8 years of post-PGD relevant industrial experience,
- Tertiary qualification with direct relevant private sector and tertiary experience would be considered.

Key Skills/Attributes/Job Specific Competencies.

The following levels would typically be expected for the 100% fully effective level:

Expert Level	<ul style="list-style-type: none">• University's Vision Mission and strategic objectives• Understanding the purpose of the Business Investment and Commercial Services (BICS) in providing essential and quality services to students and customers and in contributing to the financial sustainability of the University.
Advanced Level	<ul style="list-style-type: none">• Understanding of Financial management systems and processes• Understanding the purpose of universities and key functions of the department in contributing to the University's overall objectives
Working Knowledge Level	<ul style="list-style-type: none">• University Policies and procedures• Academic programs about the function of BICS• Roles of other departments in contributing to the University's overall strategic objectives
Awareness	<ul style="list-style-type: none">• Government and National Issues that may affect the University's operations

Key Behaviours

All employees are measured against the following Key Behaviours as part of Performance Development

- Quality customer service focused
- Commitment and Personal Accountability
- Effective Communications & and Negotiation skills
- Relationship and team building
- Leadership and Management skills
- Professional and Technical Expertise
- Coaching and Development of staff
- Strategic approach to work

Personal Attributes

- Ability to manage and work well under pressure situations
- Results orientated
- Ability to work in an organized and systematic manner.
- Ability to transfer and share information/knowledge with employees and others
- Recognizes and responds appropriately to the ideas, interests, and concerns of others
- Ensures other's understanding of, involvement in, and adaptation to a change process Reliable and builds trust that engenders staff morale by displaying open, transparent, and credible behavior
- Respect individual/cultural differences
- Utilizes diversity to foster teamwork

Terms and Conditions

The position is for five (5) years under an employment contract. Remunerations and benefits will according to the SINU Salary level for Officers under the General Support Services Stream. The contract is renewable and subject to good performance.