



Job Description

Job Title:	Business Services Senior Coordinator
Responsible to:	Vice Principal (Operations)
Location:	Didsbury, Manchester
Full time:	35 hours per week
Salary:	£34,500

Main Purpose of Job

To manage and coordinate the College's day-to-day business services and operational processes, ensuring that routine systems, estates and facilities activity, people administration, compliance workflows, contracts, purchasing and records are organised, monitored and followed through effectively. The role is a member of the Extended Leadership Team and provides practical operational management and reliable management information, escalating significant risks or strategic matters to the Vice Principal (Operations).

Key benefits

- Generous holidays.
- Cycle to work scheme.
- Contribution to workplace pension.
- Free audit of one module per year.

Background

Nazarene Theological College is a research-led partner college of The University of Manchester. Situated in Didsbury, Manchester, the College is a Christian theological college and is shaped around a Christian ethos. Founded in 1944, NTC has some 350 students (both full and part time), across undergraduate and postgraduate programmes of study, representing a wide range of nationalities. The College also prepares candidates for ordination in the Church of the Nazarene.

The College operates with clear Strategic Areas:

- We will be academically innovative and research led.
- We will foster community that is intentionally Christ like

In order to reach these priorities, we will consider the following operational areas:

- We will engage in key missional partnerships with integrity
- We will strengthen our resource base to ensure a sustainable future and
- We will build our reputation for excellence

And with clear values:

We value excellence, relationships and learning and seek to manifest this in all that we do.

Main Duties

1. Operational coordination

- (a) Coordinate routine operational processes and systems across the College.
- (b) Act as the first point of contact for day-to-day operational queries, resolving routine issues and identifying matters requiring escalation to the Vice Principal (Operations).
- (c) Track agreed actions, deadlines and follow-up across operational teams and support implementation of agreed operational plans.

- (d) Collect management information and evidence, monitor routine operational delivery and provide clear updates on progress, issues and dependencies.
- (e) Support effective communication and coordination between operational teams and other College functions.

2. People and administrative processes

- (a) Line manage Hospitality & Operations Coordinator; Maintenance & Grounds Supervisor; Receptionist & HR Assistant.
- (b) Coordinate routine HR administration and relevant colleagues as required.
- (c) Providing cover for the HR Assistant by supporting recruitment, induction, training, appraisal and other routine people processes, maintaining appropriate records and follow-up.
- (d) Prepare, format and coordinate operational reports, papers and information required for meetings and assurance processes.
- (e) Collect information required from colleagues and support meeting, diary and administrative coordination where appropriate.
- (f) Support administration relating to volunteers and under-18 staff/volunteers or work placements as directed.

3. Estates, facilities, accommodation and Health & Safety

- (a) Coordinate day-to-day estates, facilities, maintenance, grounds, campus security and contractor activity.
- (b) Manage the maintenance team and coordinate workloads, subject to the College's agreed management structure.
- (c) Ensure weekly, monthly and other scheduled premises, facilities and Health and Safety checks are completed, recorded and followed up.
- (d) Coordinate routine Health and Safety processes with relevant colleagues, including records, risk-assessment actions and compliance checks.
- (e) Coordinate routine halls-of-residence maintenance and administration, maintaining records required for HMO and landlord standards and escalating significant issues.
- (f) Support delivery of environmental sustainability, energy, waste and estates improvement actions.

4. Compliance, risk and institutional administration

- (a) Coordinate routine compliance workflows and policy-review schedules, maintaining an accurate overview of due dates and actions.
- (b) Maintain operational records, insurance administration, risk information and business-continuity/emergency-response documentation.
- (c) Gather evidence and management information for governance, regulatory, compliance and assurance reports.
- (d) Support routine information-governance, data-protection, records-management and cyber-security administration with relevant staff and providers.
- (e) Support UKVI administrative tasks relating to visa applications with relevant staff as required.
- (f) Support US Student Loans and US Federal Student Aid administrative tasks with relevant staff as required.
- (g) Escalate significant compliance, legal, Health and Safety, information, business-continuity or institutional risks promptly to the Vice Principal (Operations).

5. Contracts, purchasing, suppliers and budgets

- (a) Working with the VP Operations regarding purchasing, operational contracts, utilities and supplier relationships within delegated arrangements.
- (b) Monitor contract and insurance renewal dates, supplier service standards, routine expenditure and agreed budget information.

- (c) Ensure contracts, supplier, insurance and procurement documentation are complete, current and properly maintained.
- (d) Support value-for-money activity and provide information required for Operations Budget monitoring and reporting.
- (e) Escalate significant contractual, financial, supplier or performance concerns to the Vice Principal (Operations).

6. Operational support and continuous improvement

- (a) Support the Vice Principal (Operations) with implementation planning, cross-functional coordination and follow-up of agreed priorities.
- (b) Identify opportunities to improve routine operational processes, record keeping and service delivery.
- (c) Support the practical implementation of operational policies, business continuity arrangements and College-wide initiatives, including health and wellbeing actions where required.

Key deliverables

- Provide reliable day-to-day coordination of operational services and ensure routine actions and deadlines are followed through.
- Maintain accurate and accessible operational, compliance, estates, health and safety, insurance, contract and business-continuity records.
- Ensure scheduled checks, policy reviews, renewals and routine compliance activities are tracked and completed on time.
- Alongside the Operations Coordinator and Maintenance Coordinator, manage maintenance, facilities, contractors, suppliers and purchasing effectively and escalate material concerns promptly.
- Provide timely reports, papers, evidence and management information to support the Vice Principal (Operations), senior leaders and relevant committees.
- Support effective communication across operational teams and contribute to a responsive, professional and service-focused operational culture.

This job description is not exhaustive; the post holder may be required to undertake other duties as reasonably required.

Nazarene Theological College Vision

As God's holy people we aspire to be a learning community reflecting the love of God as Father, Son and Holy Spirit. Dedicated to excellence in theological education we intentionally foster character formation within contexts that are both practical and reflective.

Nazarene Theological College Employment Ethos

The College is committed to the active pursuit of an Equal Opportunities Policy which addresses the need and right of everybody in the College to be treated with dignity and respect, in an environment in which a diversity of backgrounds, traditions and experiences is valued. It aims to create the conditions whereby prospective and existing students and staff are treated solely on the basis of their merits, abilities and potential, regardless of any irrelevant distinction.

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