



Job Description

Section 1 Description

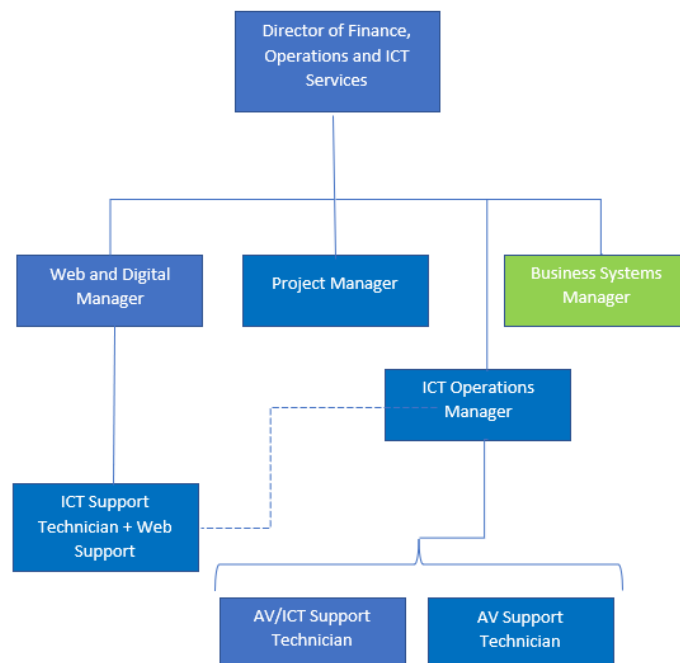
Job Title: Business Systems Manager
Grade: Grade 6A
Location: 232 – 242 St Vincent Street, Glasgow
Reports To: Director of Finance, Operations and ICT Services
Date: June 2025

Section 2 – Job Purpose

This strategic role will lead the optimisation, support, and integration of several core business systems including Oomi CRM, Microsoft 365, SharePoint, Business Central, and Canvas.

The role is designed to reduce external consultancy spend, enhance internal digital capability, and deliver lasting operational improvements. As an internal super user, the Business Systems Manager will drive system adoption, improve user engagement, support data-driven decision making, and identify opportunities for automation and efficiency across the organisation.

Section 3 – Organisation Chart



Section 4 – Job Dimensions

- Responsible for business systems budget of up to £500K.
- Responsible for application development budgets.
- The post holder will be responsible for managing the delivery of all business application improvement projects from scoping through to implementation.
- Liaison with both internal and external stakeholders.
- Internal stakeholder liaison at CLT and CSLT as well as including staff at all levels from CLT down. This is particularly important to ensure improvement opportunities are identified and all College departments maximise the value derived from College's business applications..
- External stakeholder liaison will include all College's business application providers and will frequently be at a senior level
- Oversight of development road maps for all business applications College wide
- Working alongside the Director and CLT on continuous improvements to College wide functionality to identify opportunities for new solutions, training, or replacements.

Section 5 – Main Responsibilities and Role

The Business Systems Manager will be responsible for the following:

Systems Management & Optimisation

- Serve as the internal lead and super user for Oomi CRM, Microsoft 365, SharePoint, Business Central, and Instructure.
- Undertake administrator-level training to develop deep understanding of each platform and its integration points.
- Oversee and triage support tickets across platforms; identify common issues and implement solutions to minimise repeat queries.
- Work cross-functionally to ensure correct and consistent use of systems; advise staff on process dependencies and the impact of incorrect actions.
- Identify underutilised features in each system and support adoption through training and internal promotion.

Process Improvement & Documentation

- Map and document key workflows across departments that rely on digital systems.
- Optimise business processes to align with platform capabilities and organisational goals.
- Reduce friction points and manual work by introducing automation and best practices.
- Deliver targeted staff training and documentation to build internal capability and reduce reliance on external support.

Data & Reporting

- Lead the development of a College-wide data dashboard, integrating data across Oomi, Microsoft 365, Business Central etc.
- Define key reporting parameters, ensuring data accuracy, and supporting evidence-based decision making.
- Analyse system data to identify trends, gaps, and opportunities for improvement.

Cost Efficiency & Strategic Value

- Support a significant reduction in external consultancy and support costs.
- Drive long-term value from current technology investments and build in-house expertise that

supports sustainable digital growth.

Section 6 – Planning and Organising

- Meticulous planning and organisation skills are required to ensure key responsibilities delivered timeously.
- The post holder will be responsible for the medium-term planning required the development of multiple business applications, often simultaneously, and ensuring activity is coordinated with College's Senior Management and Leadership teams.
- The time horizon for the planning is likely to extend from 6 to 18 months, while also managing issues as they arise.
- The post holder will be required to plan & organise their own workload and to coordinate activity with resource constraints across College.
- Procure and deliver cross College training for new and existing applications.

Section 7 – Decision Making

- Responsible for managing and resolving business application operational issues as they arise, coordinating with external support companies.
- Responsible for identifying opportunities for improving value derived from College's business applications, prioritising improvement work, while coordinating with College's Senior Management Team.
- Challenge traditional thinking to ensure maximum value derived from College's business applications.
- Establish and create realisable project plans to deliver improvements in the use of business applications.

Section 8 – Knowledge, Experience and Skill Set Required

Essential Skills & Experience:

- Proven experience administering and optimising enterprise systems such as CRM, ERP, or LMS platforms.
- Strong understanding of business process mapping, workflow design, and system integration.
- Experience supporting internal users and delivering system training.
- Excellent communication and analytical skills, with the ability to extract insights from data and translate them into practical action.

Desirable:

- Hands-on experience with the following: Oomi CRM, Microsoft 365, SharePoint, Business Central, Canvas.
- Experience working in an educational or not-for-profit organisation.
- Knowledge of system governance, access control, and information management best practice.