



THE LIVERPOOL INSTITUTE
FOR PERFORMING ARTS

Job Description

Job Title	Business Systems Manager
Salary Scale	Circa £60k + generous pension
Responsible To	Chief Operating Officer
Responsible For	ICT Systems Technical Officer ICT Project Manager Web Developer
Number in Post	1
Date Drafted	June 2026

Job Purpose

As our Business Systems Manager, you will be responsible for the development, implementation and maintenance of our business systems in order to meet institutional goals.

You will work with internal and external stakeholders in developing and supporting our strategy, processes and information management requirements in relation to our strategic business systems. As a key liaison point with colleagues from across the Institute, you will also forge effective professional working relationships with stakeholders at all levels, which will allow you to enhance established processes and support colleagues during change.

Major Tasks

1. To manage the implementation process for new business systems, including ensuring that they fit into the overall strategy of both the institute and the wider IT strategy.
2. To maintain existing business systems and appraise their effectiveness to allow us to continue to meet organisational needs.
3. To work with others across the institute to support the framework for financial monitoring and for compliance with relevant regulatory returns.
4. To support the objectives of other members of the business systems team and to ensure that they, and others, have appropriate training and skills to fulfil their roles.
5. To act as LIPA's Data Protection Officer, reporting directly to the Principal / CEO.
6. To undertake duties common to all LIPA employees.

Job Activities

Major Task 1: New systems and strategic profiling

1. To partner with organisational stakeholders, other ICT staff and solutions providers to inform and influence technology-related solutions related to our strategic business systems.
2. To lead in the design, development and implementation of technical solutions to support our strategic business goals, including business intelligence and management reporting.
3. To provide project leadership on initiatives by ensuring proposed and active projects meet well-defined business requirements and are delivered in accordance with a predefined scope, schedule, financial objectives and quality measures.
4. To support, participate in and contribute to any on-going development and maintenance of our enterprise architecture to ensure that new strategic business systems meet architectural guidelines.
5. To remain abreast of new innovations and technology trends and ensure the same for departmental staff in order to create effective systems that meet our student needs.
6. To identify innovative solutions to business needs or opportunities to improve existing processes. To drive discoveries and pilots to prove new concepts and present findings and cost-benefit analyses in recommendations to senior management.

Major Task 2: Maintenance of existing systems

1. To optimise relationships with business technology vendors in order to support strategic and current business technologies and to assist any technical procurement process.
2. To work with both internal and external agencies in ensuring systems are up to date, fully supported and fit for purpose.
3. To provide support and training to the system administrators of our strategic business systems.
4. To ensure that the strategic business systems remain adequately maintained (patches / service packs / updates etc.) to comply with any support / service agreement with the software vendor and our operational needs.
5. To analyse risks to key ICT systems, developing recovery procedures for key systems, maintaining and regularly reviewing warranty cover and contingency plans.
6. For business systems, to ensure that appropriate backup, virus protection and security procedures are in place.

Major Task 3: Supporting compliance

1. To lead and work with our project teams for the production of the core statutory and regulatory returns (such as those reported to HESA and the OfS) and assist (where necessary) with the production of any other reporting requirements.
2. To develop financial management processes and procurement policies with reference to our Financial Regulations.

Major Task 4: Team development and training

1. To conduct staff planning, assist with interviewing and hiring and provide ongoing mentoring, coaching, staff development, and annual performance appraisals.
2. To manage the work of the ICT Committee and provide feedback / reports as required.

3. To provide knowledge transfer to other members of the ICT team via documentation and demonstration and to identify any further specialist training that may be required to ensure business continuity.

Major Task 5: Data Protection

1. To monitor the institute's data protection compliance.
2. To inform of and advise on data protection obligations.
3. To provide advice on Data Protection Impact Assessments (DPIAs) and monitoring their performance.
4. To act as a contact point for data subjects and the Information Commissioner's Office.

Major Task 6: Undertake duties common to all LIPA staff

1. Maintain personal and professional knowledge through CPD, keeping up to date with law changes and our own policies and procedures.
2. To work flexibly, including contributing to Institute projects of a general nature and providing cover for other staff.
3. To participate in staff appraisals and training programmes as required.
4. To carry out duties at all times with due regard to all Institute policies as agreed and revised from time to time.
5. To build successful working relationships across the Institute with colleagues at all levels.

Notes:

The job description sets out the main duties of the post at the date it was drafted. Such duties may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations occur occasionally and cannot justify any reconsideration of the grading of the post. Changes will be made in consultation with the individual. If, however, after consultation, the person concerned is not in agreement with the proposed change, then they would be able to use the grievance procedure.

Location:

The job is initially located on our main site. However, it may be that from time to time the post holder will be required to work on different duties, or in any other jobs, within their competence, such jobs being in the present location or any other location as may be deemed appropriate. In all cases regard will be paid to the qualifications, experience, current duties and responsibilities and personal circumstances of the post holder.

We are able to offer hybrid working but the postholder will be expected onsite at least 60% of the time, this may increase at particularly busy times dependent upon institutional needs.

Hours:

37.5 hrs per week, Monday – Friday, although there may be situations whereby the postholder will need to put in extra hours to ensure that, for example, agreed project deadlines are met.

Person Specification – Business Systems Manager

Criteria	Importance	To be identified by:
Education and Qualifications:		
HND / Degree or equivalent in ICT, Information Systems or related field	Essential	Application / Qualification Certificates
Combination of VCP, MCSE, MCITP, CCNA or equivalent	Desirable	Application / Qualification Certificates
PRINCE2 or equivalent certification	Desirable	Application / Qualification Certificates
Experience / Knowledge:		
Extensive experience gained in a supervisory role in a business systems development team	Essential	Application / Interview
Experience of ICT service provision in an education setting	Essential	Application / Interview
Development of policy and procedures in complex ICT environment	Essential	Application / Interview
Presenting and preparing reports to senior management	Essential	Application / Interview
Highly developed knowledge of high availability systems, business continuity and disaster recovery	Desirable	Application / Interview
Excellent understanding of Microsoft Business applications and their use in a modern business environment	Essential	Application / Interview
Knowledge of Microsoft Windows Server and SQL server and Business Intelligence stack	Essential	Application / Interview
Good working knowledge of GDPR principles and practice	Essential	Application / Interview
Skills and Abilities:		
Ability to deal with a varied and complex workload, prioritise tasks and excellent time management skills	Essential	Interview

Criteria	Importance	To be identified by:
Excellent interpersonal communication skills, in particular the ability to communicate technical information to non-technical staff	Essential	Interview
Ability to make independent decisions within the confines of role responsibilities, but also have the flexibility to work as part of a larger team	Essential	Interview
Well-developed written and oral communication skills, including the ability to communicate effectively with senior post holders and staff at all levels	Essential	Interview
Strong project management skills	Essential	Interview
Ability to inspire staff to achieve excellence and to effectively and successfully drive continuous improvement	Essential	Interview
Ability to manage third parties and suppliers to deliver both projects and services	Essential	Interview
Enthusiasm and flexibility – positive and enthusiastic with a can-do approach	Essential	Interview
Accuracy and attention to detail involving high volumes of activity	Essential	Application / Interview
Commitment:		
To diversity, inclusivity and ethical practice	Essential	Application / Interview
To the provision of a high level of service to our customers	Essential	Application / Interview
Other Requirements:		
Ability to obtain a DBS disclosure which is satisfactory to LIPA	Essential	Application / DBS application clearance