ROLE PROFILE

Job Title: Assistant Operations Manager

School/Department: School of Humanities

Job family & level: Administrative, Professional and Managerial, level 4

Hours of work: Full-time and this post is open to job share

Reporting to: Operations Manager

Purpose of the Role:
To manage the effective and efficient provision of administrative support for the School in relation to human resources, online media, marketing and events, finance/resources and support to School Management. To work with key staff across the School and Faculty to develop and implement School policy and monitor implementation. The School is large, complex and operates over multiple sites.

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<tr>
<th>Main Responsibilities</th>
<th>% time per year</th>
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<tr>
<td>1. Management &amp; Leadership.</td>
<td>15%</td>
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<td>In conjunction with the other Assistant Operations Manager, manage, supervise, coordinate and direct the staff of the School Management and Research Office. This will include:</td>
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<td>• Line management of relevant administrative staff, allocating workload, conducting performance reviews, promoting professional development</td>
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<td>• Recruitment and training of new administrative team members</td>
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<td>• Provide guidance as required for escalated or complex queries relating to all areas supported by the School Management and Research Team.</td>
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<td>2. Management of HR processes.</td>
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<td>Responsibility for ensuring that HR processes are carried out by the School in accordance with University, Faculty and School policy. This will include:</td>
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<td>• Administration of recruitment and contracts for all R&amp;T and APM staff, liaising with HR on recruitment and contracts, managing the process for all fixed-term and permanent contracts for staff, overseeing the processes for dealing with leavers and situations involving redundancy/redeployment</td>
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<td>• Manage operational procedures and act as a central point of contact for all casual engagements, ensuring adherence to the Faculty and University policies.</td>
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<td>• Responsible for providing full staff costings to Heads of Department and relevant staff in the School about the cost of casually engaged workers, as required. Prepare and analyse financial information (Agresso and relevant databases) to ensure school budgets for casually engaged staff are not exceeded.</td>
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<td>• Develop, review and manage induction processes for staff (all job families, casual workers and visitors) into the School. Consult with and obtain feedback from staff as necessary, create and amend School process and policy documents as appropriate. Contribute to induction sessions as required.</td>
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- Manage the recording of leave (e-days) and sickness absences across the School.
- Maintenance of appropriate files and records in line with the Data Protection Act and University guidelines on maintaining records
- Provide support and advice for visiting staff

3. **Management of Finance.**
   Responsibility for the effective management of the School’s operating budgets in conjunction with the other Assistant Operations Manager, working closely where appropriate with the Operations Manager, Head of School and key budget holders/Heads of Departments to effectively manage the School’s operating budgets. This will include:
   - Regularly monitor income and expenditure across operational budgets, providing clear analysis and digests on status of budgets and reports as requested.
   - Provide advice and support in relation to financial reporting and strategic developments and ensure that actions are carried out in line with University Policies.
   - Proactively alert the Operations Manager, Head of School, Heads of Department and budget holders on potential issues around expenditure and advise on potential solutions.
   - Liaise with the relevant university offices to resolve any budgetary issues
   - Make decisions on spend across the School and department cost centres as appropriate.
   - Approval of purchasing and non-staff expense claims from School accounts within delegated authority limits
   - Maintenance of appropriate financial records and ensure compliance with relevant University policies such as Procurement, Travel and Expenses
   - Oversee Year-end and Month-end processes

4. **Marketing and Events.**
   Manage and oversee the School’s online media, marketing and event activities (including websites, social media, printed and digital publications) in consultation with the Faculty Marketing Team, where appropriate. This will include:
   - the management and development of the School’s web pages and Humanities Workspace
   - providing advice and assistance on the development and use of social/online media across the School
   - oversee the production of printed and digital publications for the School as appropriate (e.g. internal publications and materials related to events) ensuring all material is on brand
   - oversee the collation of relevant news/information items and the production of a regular School Newsletter
   - Oversee the administration and promotion of events across the School

5. **Continual Improvement, Planning and Organisation.**
   In conjunction with the other Assistant Operations Manager as appropriate:
   - Advise on and propose changes in procedures, policies, plans, priorities and office systems to improve operational efficiency and quality of service under areas of responsibility, consulting with key staff as appropriate
   - Draft supporting documentation for a variety of audiences including staff guidance
   - Develop and maintain a plan of key administrative activities to be undertaken by the team, monitoring and reporting on task allocation amongst team members, and suggest changes to improve efficiency where possible
   - Respond effectively to changes in priorities for the administrative team discussing and re-allocating tasks and resources for team members as appropriate
   - Undertaking professional and personal development, where appropriate, to ensure the continual updating of skills and knowledge

6. **School Management Duties.**
   Sharing responsibility with another Assistant Operations Manager, the role holder will undertake the following activities:
- Lead one-off projects, sometimes in collaboration with, or leading, other staff that contribute to the development or revision of School or Faculty policy or strategy
- Deputise for Operations Manager as required
- Represent the School at meetings and committees as required
- Support to HoS and OM, providing information, figures and briefings
- Communicate and build working relationships with key contacts within the University as well as external bodies e.g. Finance, External Relations, Student Services, University suppliers, to support smooth running of the School
- Any other duties appropriate to the grade and role, as directed by the Operations Manager

Knowledge, Skills, Qualifications & Experience

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<th>Essential</th>
<th>Desirable</th>
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<td><strong>Qualifications/Education</strong></td>
<td>• Good First Degree or equivalent and relevant experience in a similar role or proven track record of extensive relevant work experience in a similar role.</td>
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| **Knowledge/Skills/Training** | • Excellent oral and written communication skills  
• Ability to work on one’s initiative or as part of a team  
• Ability to motivate, negotiate and influence both individuals and teams  
• Knowledge of financial reporting systems.  
• Excellent IT skills and database management with an ability to integrate and manipulate different packages  
• Understanding of HR processes and an ability to handle sensitive and confidential issues and manage conflict effectively  
• Proven ability to interpret and advise on complex guidelines and policy  
• Excellent skills in complex problem solving and an ability to think creatively  
• Excellent organisational and time management, including proven ability to manage a demanding workload with competing priorities and challenging deadlines.  
• Tact, diplomacy, flexibility and discretion |
| **Experience** | • Experience of change management  
• Previous experience of working in a similar administrative role in a HE environment.  
• Previous experience of financial and budgetary management within a HE environment  
• Experience of managing administrative staff and teams and |
the ability to work in a team environment supporting colleagues and sharing expertise

- Proven experience in establishing new administrative systems and procedures and managing resources
- Previous experience of marketing and developing websites as well as managing and developing online media activities.
- Experience of managing and organizing both large-scale and small events including remotely.
- Project management experience
- Experience of working to tight deadlines

Other
- Attention to detail and high levels of accuracy