### Purpose of role

As Senior Operations Officer, you will be part of an integrated team with responsibility for the coordination, implementation, and continuous improvement of a range of research operational processes and activities.

The division of responsibility between members of the research team will be agreed locally. You will have a primary focus on Research and Knowledge Exchange (RKE) to include supporting Post Graduate Researchers (PGRs). You will work flexibly to ensure the delivery of excellent and seamless support for School research operations, governance and activity.

This will demand the development and application of specialist knowledge and involve proactively planning and coordinating activity. You will work with limited direct supervision and, therefore, be required to use your initiative, take personal responsibility and think analytically and creatively, to solve problems. You will use excellent interpersonal and communication skills to build and maintain relationships and work collaboratively with academic staff and professional services colleagues across the Faculty and in Central Departments, to deliver innovative, high quality and compliant services and support.

### Main responsibilities

(Primary accountabilities and responsibilities expected to fulfil the role)

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<th>% time per year</th>
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<tr>
<td>80%</td>
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#### Operational Delivery

- Develop, deliver, and coordinate operational research support across a range of areas ensuring an exceptional customer experience and high levels of service.
- Provide specialist support, advice and guidance on a broad range of operational functions.
- Contribute to the development and continuous improvement of relevant procedures, plans, policies, processes and working practices.
- Work flexibly across the research operations team and supervise colleagues to deliver tasks and priorities, ensuring peak periods are accommodated, and services are able to flex with changing demand.
- Support Operations Managers in the collection, preparation and delivery of information and documentation for operational research management and quality assurance and enhancement purposes.
- Provide high-level administrative and operational support to relevant members of the School’s senior leadership team.
- Act as Secretary and contribute to the management of business to relevant School committees.
- Contribute to the planning, management and delivery of local projects and initiatives to support School plans and priorities.
- Write copy for, and update, School websites, Student Moodle pages, develop, and update SharePoint sites.

**For Education and Student Experience (ESE) focused roles**

Under the direction of the Operations Manager (ESE), working in partnership with relevant academic staff, the Student Engagement Officer, and colleagues in the Faculty and Registry and Academic Affairs, and supported by Operations Officer(s):

- Coordinate ESE-related activity and administration, including: module enrolment, updating Moodle, placement and year abroad support, curriculum review, timetabling, Extenuating Circumstances and support planning, external examiners, the effective implementation of ESE-related action plans etc.
- Monitor, proactively update and maintain Student Information Hub Moodle pages with relevant and timely information ensuring Moodle Everywhere compliance.
- Proactively liaise with External Examiners to collate, process and circulate External Examiner reports.
- Contribute to and coordinate Annual Monitoring processes including collating documentation, preparing and circulating SEM reports and coordinating responses etc.
- Where appropriate, manage and coordinate the administration of field work, placements and study abroad opportunities.
- Act as Secretary for the School’s ESE related committees and meetings proactively preparing agendas, papers, and minutes, monitoring progress of action points, chasing outcomes as appropriate.
- Coordinate the administration of student prizes, including Faculty Academic Excellence Awards, and scholarships.

### Table

<table>
<thead>
<tr>
<th>People and Engagement</th>
<th>2</th>
<th>5%</th>
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<tbody>
<tr>
<td></td>
<td>Provide supervision and support to colleagues in the School/Faculty and contribute to the recruitment and development of staff.</td>
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<td></td>
<td>Build and maintain effective relationships and work collaboratively with colleagues in Central Professional Services and across the Faculty in order to provide seamless operational support and resolve issues that arise.</td>
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<table>
<thead>
<tr>
<th>Projects, Initiatives and Continuous Improvement</th>
<th>3</th>
<th>10%</th>
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<tbody>
<tr>
<td>Working with colleagues across the Faculty, contribute to the continuous improvement of operational systems and processes.</td>
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<tr>
<td>Contribute to delivery of a number of crosscutting projects and initiatives, working with colleagues across the Faculty and in Central Professional Services to ensure successful delivery.</td>
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<tr>
<td>Participate and contribute to the Faculty’s Professional Services Networks and communities of practice.</td>
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<tr>
<th>Other</th>
<th>4</th>
<th>5%</th>
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<tr>
<td>Any other duties appropriate to the role.</td>
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## Person specification

<table>
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<tr>
<th>Essential</th>
<th>Desirable</th>
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| ▪ Analytical, attention to detail and problem-solving skills  
▪ Communication and interpersonal skills and the ability to influence and negotiate  
▪ Ability to work in a team, building collaborative relationships, and supporting colleagues  
▪ Prioritisation, planning, organisation and time management skills  
▪ Flexible approach  
▪ Ability to review and develop procedures, guidance and policy  
▪ Self-motivated  
▪ Empathy, showing awareness, understanding and sensitivity to others  
▪ High level on IT skills and digital competency | ▪ Ability to use Power Platforms eg PowerBI, PowerApps, PowerAutomate etc  
▪ Ability to create resources in a virtual learning environment, such as Moodle. |
| **Skills** | |
| ▪ Experience of responding independently and dealing with unforeseen circumstances  
▪ Experience of working in a busy office environment with multiple simultaneous task and conflicting deadlines  
▪ Experience of defining priorities and working flexibly and effectively under pressure  
▪ Experience of contributing to the delivery of projects involving multiple stakeholders  
▪ Experience of implementing new/improving existing operations processes and contributing to continuous improvement  
▪ Experience of communicating effectively with staff at all levels and working collaboratively | ▪ Experience of working in a professional services role within the Higher Education sector  
▪ Knowledge of the working processes and systems relevant to Higher Education institutions  
▪ Awareness of current and future activities of the University relevant to the role  
▪ Knowledge and awareness of the current and future activities of the University/School to use for planning purposes and systems analysis |
| **Knowledge and experience** | |
| ▪ HNC/D or equivalent OR proven track record of relevant work experience | ▪ Honours degree and/or professional qualifications |
| **Qualifications, certification and training (relevant to role)** | |
Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

**Valuing people**
Is friendly, engaging and receptive, putting others at ease. Actively listens to others and goes out of way to ensure people feel valued, developed and supported.

**Taking ownership**
Is clear on what needs to be done encouraging others to take ownership. Takes action when required, being mindful of important aspects such as Health & Safety, Equality, Diversity & Inclusion, and other considerations.

**Forward thinking**
Drives the development, sharing and implementation of new ideas and improvements to support strategic objectives. Engages others in the improvement process.

**Professional pride**
Is professional in approach and style, setting an example to others; strives to demonstrate excellence through development of self, others and effective working practices.

**Always inclusive**
Builds effective working relationships, recognising and including the contribution of others; promotes inclusion and inclusive practices within own work area.

Key relationships with others

- **Line manager**
  - Operations Manager

- **Role holder**
  - Senior Operations Officer
    - Operations Officers
    - Colleagues
    - Students and Academics

- **Key stakeholder relationships**