



<b>Job title</b>	Senior Operations Officer (Research & Knowledge Exchange and Core Operations)	<b>Job family and level</b>	APM Level 3
<b>School/ Department</b>	School of Law	<b>Location</b>	University Park Campus

## Purpose of role

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

You will provide high level professional and administrative support for the School of Law's core operations and research activity. This will include coordinating and supporting the School's core operations, such as: communication (internal and external) – webpages, newsletters, social media; recruitment for non-core staff roles; purchasing and procurement; facilities.

You will also coordinate and support activities related to the School's research environment and research projects, including activities related to REF, KEF and School research budgets. Your role will provide support, direction, and advice to senior academic and managerial colleagues in relation to core operations and research activity within the school and ensure issues relating to core operations and research administration are dealt with effectively.

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, think analytically and creatively to solve problems and 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 core operations and research support.

	<b>Main responsibilities</b> (Primary accountabilities and responsibilities expected to fulfil the role)	<b>% time per year</b>
1	<p>Under the direction of the Operations Manager (Core Operations &amp; RKE), working in partnership with relevant academic leads, and colleagues in the School, Faculty and Central Professional Services teams, and supported by Operations Officer(s):</p> <p><b>Operational Delivery</b></p> <ul style="list-style-type: none"> <li>• Develop, deliver, and coordinate operational support across a range of core operations and research-related areas ensuring an exceptional customer experience and high levels of service.</li> <li>• Provide specialist support advice and guidance on a broad range of core operations and research-related activity, operational processes.</li> <li>• Work flexibly across the operational team to deliver tasks and priorities, ensuring peak periods are accommodated, and services are able to flex with changing demand.</li> <li>• Support Operations Managers in the collection, preparation and delivery of information and documentation for operational management and quality assurance and enhancement purposes</li> <li>• Contribute to the planning, management and delivery of local projects and initiatives to support School plans and priorities</li> </ul> <p><b>Core Operations</b></p> <ul style="list-style-type: none"> <li>• Develop, deliver, and coordinate the School's communications strategy, including internal and external research related communications e.g. web content, digital and social media, annual reports etc.</li> <li>• Develop, deliver and coordinate the School's purchasing and procurement processes across all activities, ensuring compliance with University policies and guidance, working in close collaboration with relevant central professional services teams.</li> <li>• Coordinate and support the recruitment of research assistants, postgraduate teaching assistants (PGTAs), student helpers and other contingent workers, ensuring compliance with University policies and processes.</li> <li>• Coordinate and support the School's processes related to facilities management and general office administration, such as equipment and office supplies stocks, mail processing, etc.</li> </ul> <p><b>Funded Research Project Delivery</b></p> <ul style="list-style-type: none"> <li>• Support principal investigators with the project management and administration of their research projects.</li> <li>• Support financial administration of research projects under your remit, including ensuring that all processes in relation to travel and expenses, procurement and recruitment are followed.</li> </ul>	90%

	<p><b>School Research Environment Support</b></p> <ul style="list-style-type: none"> <li>• Coordinate and support the local governance and compliance of RKE activity, including support for REF (Research Excellence Framework).</li> <li>• Coordinate and support the School's Research Strategy budget and related schemes and initiatives, including processing applications, and following through actions as required.</li> <li>• Coordinate and administer a calendar of internal/external seminars, research events and conferences in support of the School's research centres.</li> </ul>	
2	<p><b>People and Engagement</b></p> <ul style="list-style-type: none"> <li>• Provide support to colleagues in the School and contribute to the development of staff.</li> <li>• 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.</li> </ul>	5%
3	<p><b>Projects, Initiatives and Continuous Improvement</b></p> <ul style="list-style-type: none"> <li>• Working with colleagues across the Faculty, contribute to the continuous improvement of operational systems and processes.</li> <li>• Contribute to delivery of a number of cross-cutting projects and initiatives, working with colleagues across the Faculty and in central Professional Services to ensure successful delivery.</li> <li>• Participate and contribute to the University's and Faculty's Professional Services networks and communities of practice.</li> </ul>	5%
4	Any other duties appropriate to the role.	

## Person specification

	<b>Essential</b>	<b>Desirable</b>
<b>Skills</b>	<ul style="list-style-type: none"> <li>Analytical, attention to detail and problem solving skills</li> <li>Communication and interpersonal; skills and the ability to influence and negotiate</li> <li>High level of numeracy and proven ability to manipulate figures and data using spreadsheets and databases</li> <li>Ability to work in a team, building collaborative relationships and supporting colleagues</li> <li>Prioritisation, planning, organisation and time management skills</li> <li>Flexible approach</li> <li>Ability to review and develop procedures, guidance and policy</li> <li>Self-motivated</li> <li>High level of IT skills and digital competency</li> </ul>	<ul style="list-style-type: none"> <li>Ability to use Power Platforms e.g. PowerBI, PowerApps, PowerAutomate etc.</li> </ul>
<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>Experience of responding independently and dealing with unforeseen circumstances</li> <li>Experience of working in a busy environment with multiple simultaneous tasks and competing deadlines</li> <li>Experience of defining priorities and working flexibly and effectively under pressure</li> <li>Experience of contributing to the delivery of projects involving multiple stakeholders</li> <li>Experience of communicating effectively with staff and partners all levels and working collaboratively</li> <li>Working knowledge of the UK General</li> <li>Data Protection Regulation (UK GDPR).</li> </ul>	<ul style="list-style-type: none"> <li>Experience of working in a research or professional services role</li> <li>Knowledge of the working processes and systems relevant to Higher Education Institutions</li> <li>Knowledge of research processes</li> <li>Experience of using web, digital and social media to deliver effective communications</li> </ul>
<b>Qualifications, certification and training (relevant to role)</b>	<ul style="list-style-type: none"> <li>HNC/D or equivalent OR proven track record of relevant work experience</li> <li>Honours degree and/or professional qualification</li> </ul>	<ul style="list-style-type: none"> <li>Project Management qualification such as PRINCE2 or APMP</li> </ul>



The University of Nottingham is focused on embedding equality, diversity and inclusion in all that we do. As part of this, we welcome a diverse population to join our work force and therefore encourage applicants from all communities, particularly those with protected characteristics under the Equality Act 2010.

## 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:

<b>Valuing people</b>	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.
<b>Taking ownership</b>	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
<b>Forward thinking</b>	Drives the development, sharing and implementation of new ideas and improvements to support strategic objectives. Engages others in the improvement process.
<b>Professional pride</b>	Is professional in approach and style, setting an example to others; strives to demonstrate excellence through development of self, others and effective working practices.
<b>Always inclusive</b>	Builds effective working relationships, recognising and including the contribution of others; promotes inclusion and inclusive practices within own work area.

## Key relationships with others

