



<b>Job title</b>	Senior Operations Officer (HGI Programmes)	<b>Job family and level</b>	Administrative, Professional and Managerial Level 3
<b>School/ Department</b>	Nottingham University Business School, Haydn Green Institute (HGI)	<b>Location</b>	Ingenuity Centre, Jubilee Campus

## Purpose of role

As Senior Operations Officer (HGI Programmes) you will be part of a departmental professional services team supporting the operational delivery and administration of a diverse range of entrepreneurship programmes, including Ingenuity Impact, Your Entrepreneurs Scheme (YES) and the Witty Entrepreneurial Scholarship Programme for the Haydn Green Institute for Innovation and Entrepreneurship (HGI). You will be responsible for the day-to-day, administration, coordination, implementation and continuous improvement of a range of operational processes and activities.

Working closely with others in the programme teams and wider department, as well as HGI's network of internal and external stakeholders, you will assist the planning, delivery and evaluation of world-class enterprise skills and training activity and coordinate projects that underpin our commitment to supporting students, alumni, staff and community members to develop impactful start-ups.

You will be responsible for the coordination and implementation of activity to engage target groups with HGI programmes. This includes student-facing engagement activity and supporting the delivery and administration of scalable community outreach activity in partnership with external organisations.

You will work flexibly within the team to ensure the delivery of excellent and seamless support for the operations, governance and activity.

	<b>Main responsibilities</b> (Primary accountabilities and responsibilities expected to fulfil the role)	<b>% time per year</b>
1	<p><b>Operational Delivery</b></p> <ul style="list-style-type: none"> <li>▪ Develop, deliver, and coordinate operational support across a range of areas ensuring an exceptional customer experience and high levels of service.</li> <li>▪ Provide specialist support advice and guidance on a broad range of operational functions.</li> <li>▪ Contribute to the development and continuous improvement of relevant procedures, plans, policies, processes and working practices.</li> <li>▪ Work flexibly across the operational team and supervise colleagues to deliver tasks and priorities, ensuring peak periods are accommodated, and services are able to flex with changing demand.</li> </ul>	80%

	<ul style="list-style-type: none"> <li>▪ Support Programme 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 the programme's plans and priorities.</li> <li>▪ Write copy for and update HGI's websites, and develop and update SharePoint sites.</li> </ul> <p>Under the direction of the Senior Manager for Business Development and Ingenuity Impact, working in partnership with relevant programme managers, and colleagues in the Faculty and Central Professional Services teams:</p> <ul style="list-style-type: none"> <li>▪ Coordinate Ingenuity Impact, Your Entrepreneurs Scheme (YES) and the Witty Entrepreneurial Scholarship Programme related activity and administration, including: <ul style="list-style-type: none"> <li>- Planning and delivering online and in person sessions, workshops and events for different entrepreneurship audiences</li> <li>- Carrying out programme marketing and promotional activities, website updates and social media posting</li> <li>- Communicating with stakeholders, including participants, contributors, mentors and partners</li> <li>- Completing administrative tasks related to data management, finance and learning and development resources.</li> </ul> </li> <li>▪ Monitor, proactively update and maintain programme information pages with relevant and timely information ensuring compliance.</li> <li>▪ Contribute to and coordinate annual monitoring processes including collating documentation, preparing and circulating reports and coordinating responses, etc.</li> <li>▪ Coordinate the administration of student prizes, and where appropriate, manage and coordinate the administration of programme registrations.</li> </ul>	
2	<p><b>People and Engagement</b></p> <ul style="list-style-type: none"> <li>▪ Provide supervision and support to colleagues in the School/Faculty and contribute to the recruitment and 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 Faculty's Professional Services Networks and communities of practice.</li> </ul>	15%
4	<ul style="list-style-type: none"> <li>▪ Any other duties appropriate to the role.</li> </ul>	

## Person specification

	Essential	Desirable
<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>▪ Ability to work in a team, building collaborative relationship, 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>▪ Empathy, showing awareness, understanding and sensitivity to others</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> <li>▪ For ESE focused roles: Ability to create resources in a virtual learning environment, such as Moodle.</li> <li>▪ Knowledge and awareness of the current and future activities of the University/School to use for planning purposes and systems analysis.</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 office environment with multiple simultaneous tasks and conflicting 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 implementing new/improving existing operational processes and contributing to continuous improvement</li> <li>▪ Experience of communicating effectively with staff at all levels and working collaboratively</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience of working in a professional services role within the Higher Education sector</li> <li>▪ Knowledge of the working processes and systems relevant to Higher Education institutions</li> <li>▪ Awareness of current and future activities of the University relevant to the role</li> </ul>
<b>Qualifications, certification and training</b>	<ul style="list-style-type: none"> <li>▪ HNC/D or equivalent OR proven track record of relevant work experience</li> </ul>	<ul style="list-style-type: none"> <li>▪ Honours degree and/or professional qualification.</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:

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| <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

