



Job title	Senior Operations Officer (Centre for English Language Education Engagement)	Job family and level	Administrative, Professional and Managerial Level 3
School/ Department	School of Education	Location	Dearing Building, Jubilee Campus

Purpose of role

Accredited by the British Council, the Centre for English Language Education (CELE) (within the School of Education) offers a wide variety of academic training and support to international students both prior to and during their academic course at the University of Nottingham. We are committed to a student-centred approach, which focuses on developing the academic skills required to succeed in their future University endeavours. Further details about CELE are available at www.cele.nottingham.ac.uk/.

It is important that our students have a valuable and distinct experience during their time in CELE and a positive introduction to their time at the University of Nottingham. As Senior Operations Officer (CELE Engagement) you will be responsible for enhancing student engagement, driving continuous improvement in the student experience, and ensuring that our students are appropriately supported throughout their journey with CELE and onto their academic course at Nottingham.

You will be the first point of contact for a broad range of student issues and enquiries, working closely with professional services across the University (including but not limited to; External Relations (e.g. International Student Recruitment, Admissions, Immigration), Registry and Academic Affairs and Campus Life) and academic colleagues. You will manage student feedback mechanisms and identify opportunities to enhance student experience, in collaboration with academic colleagues.

This will demand the development and application of a wide range of specialist knowledge, the ability to think analytically and creatively to solve problems (whilst adhering to policy guidelines), a determination to follow issues through to resolution, excellent communication skills, and a compassionate and patient approach.

Opportunities for annual leave may be limited between June and September when CELE's activities are at their height. Flexibility around working hours would be an advantage to enable support of our online students living in different time zones..

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	Operational Delivery Under the direction of the School Operations Manager (ESE: CELE and ITE), working closely with CELE academic colleagues and Central	50%

	<p>Professional Services teams, and supported by members of the School's CELE Operations Team you will:</p> <ul style="list-style-type: none"> ▪ Build a high level of personal knowledge of University wide processes, procedures and policies, particularly relevant to CELE students ▪ Support the management of the student mailbox, responding to and escalating queries in a timely manner ▪ Support the coordination and delivery of student and staff induction activities as well as any other events or activities which take place during the year ▪ Ensure the effective operation of a range of student feedback mechanisms, providing support for the development and coordination of action plans in response to the feedback received ▪ Proactively contribute to the organisation of CELE's committees and meetings; managing the Staff Student Forums. ▪ Work flexibly across the operational team to ensure effective delivery of tasks and priorities, ensuring peak periods are accommodated, and services can flex with changing demand. ▪ 	
2	<p>People and Engagement</p> <ul style="list-style-type: none"> ▪ Build and maintain effective relationships and work collaboratively with colleagues in Central Professional Services and in CELE in order to provide seamless support and an excellent student experience, resolving issues that arise. ▪ Provide frontline support to students via both face to face and electronic means, applying a detailed knowledge of relevant University processes and policies to deliver a consistently excellent customer service at each interaction ▪ Provide specialist support, advice and guidance to students and academic colleagues on a broad range of student issues, in liaison with Central Professional Services ▪ Liaising closely with CELE's Academic Student Liaison Officer be the first port of call for students' pastoral welfare issues ▪ Lead on student engagement and attendance monitoring 	30%
3	<p>Projects, Initiatives and Continuous Improvement</p> <ul style="list-style-type: none"> ▪ Working with colleagues across the School, contribute to the continuous improvement of operational systems and processes. ▪ As part of a Faculty network of Senior Student Engagement Officers, contribute to the delivery of a number of cross-cutting projects and initiatives. ▪ Participate and contribute to the Faculty's Professional Services Networks and communities of practice. 	10%
4	<p>Other</p> <ul style="list-style-type: none"> ▪ To undertake other duties as requested, in order to discharge the School's responsibilities towards students and staff and to achieve the strategic aims of the School and University. 	10%

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Analytical, problem solving skills and attention to detail ▪ Communication and interpersonal skills and the ability to influence and negotiate ▪ Ability to adapt communication styles to accommodate people for whom English is not their first language ▪ Ability to work in a team environment, building collaborative relationship and supporting colleagues ▪ Prioritisation, planning, organisation and time management skills ▪ Ability to review and develop procedures, guidance and policy ▪ Self-motivated and flexible approach ▪ Empathy, compassion and patience; showing awareness, understanding and sensitivity to others ▪ High level of IT skills and digital competency 	
Knowledge and experience	<ul style="list-style-type: none"> ▪ A track record of delivering excellent customer experience. Experience of responding independently and dealing with unforeseen circumstances ▪ Experience of working in a busy office environment with multiple simultaneous tasks 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 processes and contributing to continuous improvement 	<ul style="list-style-type: none"> ▪ Experience of interacting with people for whom English is not their first language ▪ Knowledge of the working processes and systems relevant to Higher Education institutions ▪ Experience of managing social media accounts in a professional context e.g. LinkedIn, Twitter, Facebook, Instagram ▪

	<ul style="list-style-type: none"> ▪ Experience of communicating effectively with staff at all levels and working collaboratively 	
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> ▪ Honours degree OR Substantial work experience in a relevant, comparable 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

