



Job title	Senior Operations Officer (Core Operations)	Job family and level	APM Level 3
School/ Department	School of Sociology and Social Policy	Location	University Park Campus

Purpose of role

As Senior Operations Officer (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.

You will provide high level professional and administrative support for the School of Sociology and Social Policy's core operations. This will include supporting HR processes; purchasing and procurement; facilities; helping the School transition to the University's new operating system, UniCore. You will also provide administrative support for the Head of School, The Postgraduate Research (PGR) community and other key School meetings

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.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	<p>Under the direction of the Operations Manager (Core Operations & 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> <ul style="list-style-type: none"> • Provide executive support to the School's senior leadership team including diary and correspondence management, preparation for meetings, planning travel arrangements, internal communications, management of School calendar, and, coordinating arrangements for visitors and visiting scholars etc. • Act as Secretary to relevant committees, groups and meetings e.g. School Executive, Staff Meetings etc. proactively preparing agendas, papers and minutes, monitoring progress of action points, chasing outcomes as appropriate. • Coordinate and provide local administration and support for legal, statutory and regulatory compliance. • Coordinate and provide administrative support for local HR-related processes and activity including for example organising interviews and preparing panel papers, coordinating casual worker engagements, reporting on ADC and NRS processes, coordinating renewal/end of fixed-term contracts etc. • Coordinate and provide administrative support for local Finance-related processes including monitoring and reporting on budgets and ensuring the financial controls, policies and processes are adhered to. • Coordinate and deliver PGR-related operations including for example: PGR recruitment, PGR Learning Community Forum; monitoring and reporting of scholarships and funding, PGR Annual Monitoring and QAE processes, and liaising with Registry and Academic Affairs on progression, assessment, and supervision. 	80%
2	<p>People and Engagement</p> <ul style="list-style-type: none"> • Provide support to colleagues in the School and contribute to the development of staff. • 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. 	5%
3	<p>Projects, Initiatives and Continuous Improvement</p> <ul style="list-style-type: none"> • Working with colleagues across the Faculty, contribute to the continuous improvement of operational systems and processes. • 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. • Participate and contribute to the University's and Faculty's Professional Services networks and communities of practice. 	5%
4	Any other duties appropriate to the role.	

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> Analytical, attention to detail and problem solving skills Communication and interpersonal; skills and the ability to influence and negotiate High level of numeracy and proven ability to manipulate figures and data using spreadsheets 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 of IT skills and digital competency 	<ul style="list-style-type: none"> Ability to use Power Platforms e.g. PowerBI, PowerApps, PowerAutomate etc.
Knowledge and experience	<ul style="list-style-type: none"> Experience of responding independently and dealing with unforeseen circumstances Experience of working in a busy environment with multiple simultaneous tasks and competing 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 operational processes and contributing to continuous improvement Experience of communicating effectively with staff at all levels and working collaboratively 	<ul style="list-style-type: none"> Experience of working in a research or professional services role Knowledge of the working processes and systems relevant to Higher Education Institutions Experience of using web, digital and social media to deliver effective communications
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> HNC/D or equivalent OR proven track record of relevant work experience 	<ul style="list-style-type: none"> Honours degree and/or professional qualification



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:

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

