



Job title	Operations Officer	Job family and level	Administrative, Professional and Managerial Level 2
School/ Department	Nottingham University Business School	Location	Jubilee Campus

Purpose of role

As Operations Officer, you will be part of an integrated team with responsibility for providing operational and administrative support for a range of School/Faculty processes and activities. The division of responsibility between members of the team will be agreed locally and, although you will focus on one of Education and Student Experience (ESE), Research and Knowledge Exchange (RKE), Core Operations, or Facilities Management, you will work flexibly to ensure the delivery of excellent and seamless support for operations, governance and activity.

You will largely work within established procedures with minimum day-to-day supervision and will organise your own work to meet clear objectives. You will need to be able to learn quickly and develop a thorough understanding of relevant systems and processes and provide guidance and support to students and academic colleagues. You will be flexible and proactive and use your initiative to respond to changing priorities and be able to work effectively as part of a team, building and maintaining relationships with academics and professional services colleagues across the Faculty and in Central Departments to deliver innovative, high quality and compliant services.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	Operational Delivery ▪ Support the delivery of effective, efficient and compliant operational and administrative support ensuring an exceptional customer experience and high level of service. ▪ Provide support advice and guidance on a broad range of operational functions and respond to enquiries from academic staff, students and colleagues. ▪ Contribute to the development, review and continuous improvement of relevant procedures, plans, policies, processes and working practices. ▪ Work flexibly across the operational team to support colleagues and the delivery of tasks and priorities, ensuring peak periods are accommodated, and services are able to flex with changing demand. ▪ Provide general operational support including: supporting committees, raising purchase orders, maintaining mailing lists and records, PA support, reception cover, receiving deliveries and booking couriers, dealing with enquiries, room and catering bookings, and updating School websites, social media, and SharePoint sites etc. ▪ Contribute to the delivery of local projects and initiatives. <u>For Education and Student Experience (ESE) focused roles</u>	85%

	Working closely with the Senior Operations Officer and the Senior Operations Officer (Student Engagement and Experience) and under the direction of the Operations Manager: ▪ Support the smooth and efficient delivery of ESE-related activity and provide an excellent student experience and support for academics in ESE-related matters, ensuring that established processes are followed. ▪ Support the delivery of ESE-related administration e.g. module enrolment support, sending updates via the Student Information Hub Moodle pages, setting-up new External Examiners and receiving and processing their reports, peer mentoring, logistical support for field work, placements and study abroad opportunities, recording the Peer Observation of Teaching etc. ▪ Support the organisation and delivery of ESE-related events including booking rooms, catering, circulating information, responding to enquiries etc. for Offer Holder days, student induction, module choices events, local graduation and prize giving events etc. ▪ Act as Assistant Secretary to relevant committees, circulating agendas and papers, taking notes and capturing action points etc. ▪ Act as a note taker for Student Appeals and Academic Misconduct Meetings. ▪ Provide administrative support for ESE-related budgets e.g. raising orders, reconciling and monitoring spend etc. ▪ Support the management of the student mailbox and respond to queries in a timely manner, escalating as appropriate. <u>For Core Operations focused roles</u> Working closely with the Senior Operations Officer and under the direction of the Operations Manager: ▪ Support the smooth and efficient delivery of core operations, ensuring that established processes are adhered to and that academics and senior professional services colleagues are supported in the delivery of their duties. ▪ Provide PA support to the School's senior leadership team including: basic diary and correspondence management; preparation for meetings; booking travel and accommodation and reconciling expenses; updating School calendar; and, supporting visitors and visiting scholars. ▪ Act as Assistant Secretary to relevant committees, groups and meetings scheduling meetings, booking rooms, circulating agendas/papers, capturing actions and taking minutes. ▪ Provide local administrative support for legal, statutory and regulatory compliance e.g. data entry, collating, maintaining and disposing of records, acting as DSE assessor, first aider, H&S assistant etc. ▪ Provide administrative and operational support for HR-related processes including for example making booking and sending invitations to interviews, distributing panel papers, supporting casual worker engagements, maintaining annual leave records etc. ▪ Provide support for Finance-related processes including raising purchase orders, stationery ordering, booking travel, catering orders, and reconciling expenses etc. <u>For Research and Knowledge Exchange (RKE) focused roles</u> Working closely with the Senior Operations Officer and under the direction of the Operations Manager:	
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	- Support the smooth and efficient delivery of research-related operations, ensuring that established operational processes are adhered to, and support academics in the delivery of their RKE-related activity. - Provide administrative support in relation to the School's Research Strategy budget and related schemes and initiatives, e.g. processing applications, raising purchase orders, reconciling spend etc. - Act as Assistant Secretary to relevant RKE-related committees and meetings scheduling meetings, booking rooms, circulating agendas/papers, capturing actions and taking minutes. - Support the organisation and delivery of a calendar of internal/external seminars, research events and conferences for School research centres and the PGR community e.g. booking rooms and catering, liaising with speakers, processing expenses, meet and greet etc. - Support research related communications e.g. updating web pages, digital and social media, annual reports etc. <u>For Facilities Support focused roles</u> Working closely with the Senior Operations Officer (Facilities) and colleagues in Schools and central Professional Services, and under the direction of the Operations Manager (Facilities): - Support the smooth and efficient delivery of facilities management and H&S support, ensuring that established process and policy are followed. - Provide administrative and operational support for Facilities, IT, and H&S-related processes, including maintaining and updating the Digital Asset register, H&S system, and space occupation data, ordering IT equipment and furniture, reporting and following-up on faults and issues, carrying out periodic H&S checks, and maintaining local risk assessments etc. - Support the planning and delivery of office moves and the installation of IT equipment, including booking Estates and DTS support, moving office equipment and furniture, basic IT and telephony set-up etc. - Act as Assistant Secretary for the Faculty's Facilities and H&S related committees and meetings circulating agendas/papers, capturing actions, and taking minutes. - Provide administrative support for legal, statutory and regulatory compliance e.g. acting as a H&S Coordinator, DSE assessor, First Aider, Fire Warden etc.	
2	People, Engagement and Continuous Improvements - Cooperate with and provide support to colleagues and adopt a flexible approach in order to enable the effective delivery of operational activity. - Build and maintain relationships and work collaboratively with academic staff and colleagues across the Faculty and in Central Professional Services in order to provide seamless operational support. - Work with colleagues across the Faculty, to contribute to the continuous improvement of operational systems and processes. - Engage in the Faculty's Professional Services Networks and communities of practice.	15%
3	Any other duties appropriate to the role.	

Person specification

	Essential	Desirable
Skills	- Competent in routine processes and systems to support activities - Good communication and interpersonal skills - Team work and building collaborative relationship. - Time-management and organisational skills - Flexible approach - Proactive and self-motivated with the ability to use own initiative - Empathy and able to show awareness, understanding and sensitivity to others - Accurate, reliable and willing to adapt and learn new skills and procedures. - High level of IT skills and digital competency, including MS Office (use of Word, Excel, PowerPoint, SharePoint and Teams etc.)	Ability to use Power Platforms e.g. PowerBI, PowerApps, PowerAutomate etc.
Knowledge and experience	- Experience of responding independently and dealing with unforeseen problems and circumstances - Experience of delivering several tasks simultaneously often with conflicting deadlines - Attention to detail - Experience of contributing to successful tasks and projects. - Experience of working with and following existing systems, procedures and processes. - Experience of communicating effectively and working collaboratively. - Experience of working with minimum day to day supervision, managing and prioritising own workload.	- Experience of working in a busy office environment ideally within the Higher Education sector - Understanding and knowledge of working processes and systems relevant to Higher Education institutions - Awareness of current and future activities of the University relevant to the role - Experience of using virtual learning environments, such as Moodle. - Experience of using social media accounts in a professional context e.g. LinkedIn, Twitter, Facebook, Instagram
Qualifications, certification and training	A-levels or equivalent OR proven work experience in a relevant, comparable role.	Honours degree



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 open and welcoming of others, approachable and respectful. Considers the wider point of view and delivers appropriate support and guidance to colleagues.
Taking ownership	Shows initiative and takes responsibility for own actions. Offers clarity and tactful support to colleagues to aid decisions and actions.
Forward thinking	Demonstrates the ability to learn, and enjoys the opportunity to develop. Likes to share and implement new ideas and improvements in their area of work. Seeks feedback from others.
Professional pride	Is self-appraising, seeking feedback from others and acts as a great role-model at all times. Keen to deliver the job well and be an effective member of the team.
Always inclusive	Is sensitive to the needs of others and understands every person is important, right across the organisation, irrespective of level, culture, disability or any other characteristic.

Key relationships with others



