



Job title	Operations Administrator	Job family and level	Administrative, Professional and Managerial Level 2
School/ Department	Engineering	Location	University Park Campus

Purpose of role

To contribute to the provision of excellent professional service to the Faculty. This will include supporting teaching departments, researchers, student experience, working as part of a larger structure to provide Faculty operational support across these areas.

	Main responsibilities	% time per year
1	<p>Faculty Organisation and Support</p> <ul style="list-style-type: none">▪ First point of contact for visitors, staff and general enquiries. Answer general and complex queries from a range of people both internal to the Faculty and external. This will include the wider University, public, contractors and visitors.▪ Develop knowledge of the Faculty support teams including Student Services, Education and Student Experience, Research, Careers and Employability Service, Marketing etc.▪ Accurately updating and maintaining Faculty and University databases as required.▪ Creating and maintaining efficient and accessible filing systems and databases.▪ Proactively arrange meetings, organise venues and facilities, or setting up of online meeting resources, servicing meetings where required.▪ Assist in the organising and delivery of events, such as Open Days, Research seminars/workshops/conferences, graduation etc.▪ Plan and book travel arrangements for staff and students (incl field trips) keeping accurate records of visits to external organisations.▪ General administrative duties to ensure the smooth running of the Faculty such as room bookings, key distribution, reporting issues to estates, arranging guest parking etc.▪ Assisting managers with collation of data and information for inclusion in internal reports and external assessments.▪ Building strong working relationships with colleagues across teaching, research and student departments.▪ Provide reception cover across multiple potential location in University Park and/or Jubilee Campus	50%

2	Communication <ul style="list-style-type: none"> ▪ Communicate with staff and external contacts using appropriate channels depending on the activity ▪ Updating internal and external information, and sending bulletins and newsletters ▪ Ensuring all working processes and procedures are documented ▪ Dealing with correspondence from a variety of sources with varying degrees of confidentiality and importance. Be capable of prioritizing messages and initiate appropriate action, drafting responses as necessary. 	30%
3	HR Support <ul style="list-style-type: none"> ▪ Assist with HR related tasks in the recruitment of new staff, such as supporting shortlisting, interview arrangements, welcome and assisting candidates etc. ▪ Point of contact for new staff for induction, making arrangements for their arrival such as office allocation and IT equipment, and providing help and advice as it relates to the induction process. ▪ Act as a point of contact and maintain records relating to core HR processes. ▪ Assist in hiring temporary and casual staff as required for the teaching and research activities within the Faculty. 	10%
4	Other <ul style="list-style-type: none"> ▪ Keep skills up to date and be responsible for personal development via internal courses or gaining experience through working with colleagues. ▪ Collate any feedback and comments to contribute to ideas for improvement in the current working practices. ▪ Undertake any other duties necessary for the provision of an efficient support service. 	10%

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ Ability to develop relationships and communicate well with staff of all levels ▪ Ability to work in a team environment, supporting colleagues and sharing knowledge ▪ Attention to detail and willing to learn new skills ▪ Ability to take meeting minutes and produce agendas as required 	<ul style="list-style-type: none"> ▪ Presentation skills
Knowledge and experience	<ul style="list-style-type: none"> ▪ Ability to manage a workload with competing priorities ▪ Experience of contributing to administrative processes 	<ul style="list-style-type: none"> ▪ Working knowledge and understanding of the higher education landscape
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> ▪ Educated to degree level or equivalent along with experience in a similar role(s) <p>OR</p> <ul style="list-style-type: none"> ▪ Proven track record of relevant work experience in further or higher education 	



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

This is a Smart Art diagram. Click on the boxes to enter the role holder’s job title, line manager’s job title and any direct reports (if applicable). If a role does not have any direct reports, remove this box by double clicking on it and pressing Delete.
Please remove this paragraph of instructions before submitting the role profile

