



<b>Job title</b>	Senior Operations Officer (ESE) (Maternity cover, Fixed-term)	<b>Job family and level</b>	Administrative, Professional and Managerial Level 3
<b>School/ Department</b>	Nottingham University Business School	<b>Location</b>	Jubilee Campus

## Purpose of role

As Senior Operations Officer you will be part of an integrated team with responsibility for the coordination, implementation, and continuous improvement of a range of operational processes and activities.

The division of responsibility between members of the operational team will be agreed locally and, although you will have a primary focus on one of Education and Student Experience (ESE), Research and Knowledge Exchange (RKE), or Core Operations, you will work flexibly to ensure the delivery of excellent and seamless support for School operations, governance and activity.

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 services and support.

	<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> <li>▪ Support Operations Managers in the collection, preparation and delivery of information and documentation for operational management and quality assurance and enhancement purposes.</li> <li>▪ Provide high-level administrative and operational support to relevant members of the School's senior leadership team</li> <li>▪ Act as Secretary and contribute to the management of business to relevant School committees.</li> </ul>	80%

- Contribute to the planning, management and delivery of local projects and initiatives to support School plans and priorities.
- Write copy for and update School websites, and develop and update SharePoint sites

For Education and Student Experience (ESE) focused roles

Under the direction of the Operations Manager (ESE), working in partnership with relevant academic staff, the Student Engagement Officer, and colleagues in the Faculty and Registry and Academic Affairs, and supported by Operations Officer(s):

- Coordinate ESE-related activity and administration, including module enrolment, updating Moodle, placement and year abroad support, curriculum review, timetabling, Extenuating Circumstances and support planning, external examiners, the effective implementation of ESE-related action plans etc.
- Monitor, proactively update and maintain Student Information Hub Moodle pages with relevant and timely information ensuring Moodle Everywhere compliance.
- Proactively liaise with External Examiners to collate, process and circulate External Examiner reports.
- Contribute to and coordinate Annual Monitoring processes including collating documentation, preparing and circulating SEM reports and coordinating responses etc.
- Where appropriate, manage and coordinate the administration of field work, placements and study abroad opportunities.
- Act as Secretary for the School's ESE related committees and meetings proactively preparing agendas, papers, and minutes, monitoring progress of action points, chasing outcomes as appropriate.
- Coordinate the administration of student prizes, including Faculty Academic Excellence Awards, and scholarships.

For Core Operations focused roles

Under the direction of the Senior Operations Manager/Operations Manager, and working in partnership with relevant academic staff and colleagues in Faculty and Central Professional Services teams, supported by the Operations Officer(s):

- 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.

	<ul style="list-style-type: none"> <li>▪ 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.</li> </ul> <p><u>For Research &amp; Knowledge Exchange (RKE) focused roles</u> Under the direction of the Operations Manager, working in partnership with relevant academic leads, and colleagues in the Faculty and Central Professional Services teams, and supported by Operations Officer(s):</p> <ul style="list-style-type: none"> <li>▪ Coordinate and support the local governance and compliance of RKE activity, including support for REF (Research Excellence Framework) and KEF (Knowledge Exchange Framework).</li> <li>▪ Coordinate and support the School's Research Strategy budget and related schemes and initiatives, including processing applications, and following through actions as required.</li> <li>▪ Act as Secretary for the School's RKE related committees and meetings proactively preparing agendas, papers and minutes, monitoring progress of action points, chasing outcomes as appropriate.</li> <li>▪ Provide administrative and operational support in relation to the School's Research Ethics Committee, processing applications, taking minutes and following through actions as required.</li> <li>▪ Coordinate and administer a calendar of internal/external seminars, research events and conferences in support of the School's research centres.</li> <li>▪ 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.</li> <li>▪ Coordinate and support research related communications e.g. web content, digital and social media, annual reports etc.</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. Main point of contact for prospective students, answering all queries.</li> </ul>	

## Person specification

	<b>Essential</b>	<b>Desirable</b>
<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 relationships and supporting colleagues</li> <li>▪ Prioritisation, planning, organization 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 eg PowerBI, PowerApps, PowerAutomate etc</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 task 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 communication effectively with staff at all levels and working collaboratively</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience of working in professional services role within the Higher Education sector</li> <li>▪ Knowledge of the working process 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 (relevant to role)</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>



## 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



