



Job title	Senior Operations Officer (Executive Education)	Job family and level	Administrative, Professional and Managerial Level 3
School/ Department	Nottingham University Business School	Location	Jubilee Campus

Purpose of role

As Senior Operations Officer you will be part of an integrated team with responsibility for the development, promotion, and continuous improvement of a range of operational processes and activities. You will work flexibly to ensure excellent, seamless support for School operations, governance and activity.

This is a fantastic opportunity for someone looking to support the development, promotion and delivery of a suite of Executive Education programmes including bespoke and customised training delivered locally, nationally and internationally. Participants range from aspiring managers to senior executives from national and international organisations.

Working with academic and professional services colleagues across the university, you will act as the first point of contact for participants and partner organisations, responsible for the coordination, implementation, and continuous improvement of the operational processes and activities which underpin Executive Education programmes ensuring participants are supported throughout their journey.

The role is varied, covering programme management, client liaison, and administrative support, with senior team members often leading on more complex or bespoke programmes. This will demand the application of specialist knowledge, proactive planning and coordination, and the ability to work with limited direct supervision. You will use your initiative, take personal responsibility, and think analytically and creatively to solve problems building strong relationships with academic and professional services colleagues, and with client organisations, to deliver innovative, high-quality and compliant services and support.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	Operational Delivery ▪ Develop, deliver, and coordinate operational support across a range of areas ensuring an exceptional customer experience and high levels of service. ▪ Provide specialist support advice and guidance on a broad range of operational functions. ▪ Contribute to the development and continuous improvement of relevant procedures, plans, policies, processes and working practices.	80%

	▪ 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. ▪ Support Operations Manager in the collection, preparation and delivery of information and documentation for operational management and quality assurance and enhancement purposes. ▪ Act as point of contact for client organisations, building and maintaining strong relationships to understand their development needs and support the design and customisation of bespoke Executive Education programmes. ▪ Coordinate Executive Education-related activity and administration, including: module enrolment, updating Moodle, programme cohorts and participant engagement. ▪ Monitor, proactively update and maintain Student Information Hub Moodle pages with relevant and timely information ensuring Moodle Everywhere compliance. ▪ 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. ▪ Coordinate the administration of student prizes, including Faculty Academic Excellence Awards, and scholarships. ▪ Coordinate the planning and delivery of Executive Education events, including welcome and induction sessions, webinars, and workshops, ensuring a high-quality and seamless experience for participants and client organisations	
2	People and Engagement ▪ Provide supervision and support to colleagues in the School and contribute to recruitment, and 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 support and an excellent student experience, resolving issues that arise. ▪ Build and maintain strong, trusted relationships with client organisations locally, nationally and internationally, acting as a key point of contact to understand their needs and support the ongoing development of successful partnerships.	5%
3	Projects, Initiative and Continuous Improvement ▪ Working with colleagues across the faculty, contribute to the continuous improvement of operational systems and processes. ▪ As part of a 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. ▪ Represent the University and Executive Education team professionally at client meetings, events and networking opportunities, promoting the School's programmes and supporting business development activity	15%
4	▪ Any other duties appropriate to the role	

Person specification

	Essential	Desirable
Skills	- Analytical, problem solving skills and attention to detail - Communication and interpersonal skills and the ability to influence and negotiate - Ability to work in a team environment, building collaborative relationship 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	- Ability to use Power Platforms e.g. PowerBI, PowerApps, PowerAutomate etc. - Ability to create resources in a virtual learning environment, such as Moodle.
Knowledge and 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 - Experience of communicating effectively with staff at all levels and working collaboratively - A track record of delivering excellent customer experience. - An understanding of University education and the student lifecycle and specifically the importance of the student experience and student feedback systems.	- Experience of working in a professional services role within the Higher Education sector - Knowledge of the working processes and systems relevant to Higher Education institutions - Awareness of current and future activities of the University relevant to the role - Experience of managing social media accounts in a professional context e.g. LinkedIn, Twitter, Facebook, Instagram
Qualifications, certification and training	- EITHER HNC or HND in relevant subject or equivalent qualifications/certification, plus considerable experience in a similar role - 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



