

BUSINESS OPERATIONS ADMINISTRATOR

REQ231449

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Job Description

Job Grade: Administrative Services Grade 4

Job Purpose

Working as part of a small team to provide customer service and administrative support to all services offered by Marketing and Advancement (M&A), including Creative and Print Services (CPS).

Job Duties

- To provide support to Marketing and Advancement projects, including the creation of documentation/presentations, tender processes, and service development, carrying out background research and presenting findings.
- To actively participate in the development of systems and review of processes, seeking continuous improvements and documenting processes to ensure business continuity.
- To work with colleagues to devise and maintain effective HR processes including maintenance of staff records in iTrent, and administration for recruitment, induction, probation and performance management plus any other tasks as required by the M&A Senior Leadership Team.
- To complete HR administrative duties such as updating sickness records and calculating annual leave.
- To provide administrative support to the M&A Senior Leadership Team and M&A management teams specifically around diary management, minute taking, meeting and greeting visitors at all levels of seniority, and organising and attending meetings.
- To produce and disseminate finance reports and documents as required,
- To assist with financial administration including the role of secondary DDP, complete journals within Agresso and offer support to all services including month-end processes.
- To download reports for BIF uploads from all our MIS systems, work with Finance Office colleagues to process charges both internally and externally.
- To run reports, analyse and present management information related to Print, Post and Logistics for the purposes of service management, improvement and to ensure monthly KPIs are met.
- To ensure that M&A administration processes align with Data Protection requirements.
- To be responsible for purchasing via purchase order and purchase card, raising invoice requests, making bookings and travels arrangements.
- To support the reception team based in Hazlerigg Building.
- To offer support/cover to the Director of M&A's PA as and when required.
- To undertake any other duties as may be required by the Business and Operations Officer and Directors/Heads of Department

Points To Note

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

Organisational Responsibility

Reports to the Business and Operations Officer

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Significant recent experience in an administrative role within a busy office environment.	1, 3
	Previous HR/financial experience.	1, 3
Skills and abilities	Sound working knowledge of IT applications including Microsoft Office, Outlook, Teams	1, 2, 3
	Excellent Microsoft Excel skills.	1, 2, 3
	Ability to analyse data and offer constructive feedback.	1, 2, 3
	Ability to assess problems and use experience or consult procedures to determine action.	1, 2, 3
	Excellent interpersonal and communication skills with the ability to use tact and discretion, recognising the need to maintain confidentiality.	1, 3
	Ability to acquire new skills / knowledge quickly, to work effectively as part of a team, and cope with frequent interruptions.	1,3
	Ability to deal with, and react to, demanding situations in a calm and patient manner.	1,3
	Flexible and able to adapt to a changing work environment	1, 3
	Ability to: <ul style="list-style-type: none"> • Work under pressure and to fixed timescales • Prioritise and plan workload • Use initiative 	1, 3
	Demonstrates enthusiasm and proactivity	1, 3
	Excellent attention to detail.	1, 3
Training	Willingness to undertake further training and to adopt new procedures as and when required.	1, 3
	Demonstrate evidence of having undertaken further training.	1, 3
Qualifications	GCSE standard of education, including GCSE Grade C or equivalent in Maths and English.	1
Other	Evidence a good working knowledge of equal opportunities and understanding of diversity in the workplace.	1, 3

Desirable Criteria

Area	Criteria	Stage
Experience	Work experience of working in a large organisation, preferably within higher education.	1, 3
	Experience of working without direct supervision.	1, 3
Skills and abilities	Experience of the financial package Agresso.	1, 2, 3
	Sound working knowledge of Data Protection.	1, 2, 3
Qualifications	NVQ level 2 or suitable equivalent.	1

Conditions of Service

The position is full time and open ended. Salary will be on Administrative Services Grade 4, £23,700-£27,181 per annum, at a starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment for Academic and Related staff/Operational and Administrative staff, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>