

Operations Officer

Job Ref: REQ240321

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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 5 (0.63 FTE).

Job Purpose

Sole responsibility to lead and manage a number of key functions relating to the smooth running of the school, these include human resource related activities across academic and professional support staff, and being responsible for office allocation.

Provide operational guidance and support to the Dean of School, Head of Operations, Director of Academic Staffing, and Group Leads (which changes every 3 years).

To contribute to the achievement of the School's operational and strategic objectives by the application of the University's human resources policies, with specific responsibility for ensuring that they are effectively disseminated and implemented.

Job Duties

Recruitment, selection and induction of staff

Manage, co-ordinate and provide advice on a range of activities relating to the recruitment, selection and induction of all staff within the School, ensuring that best practice is applied. This includes acting as the key contact with HR and involves:

- Provide guidance and advice to the Dean/Director of Staffing/Head of Operations/Group Lead/Line Managers on recruitment, selection and induction. Specifically ensuring that all actions are undertaken in accordance with the University Recruitment Policy. From the preparation of adverts to the completion of the contract of employment, through to staff induction.
- Compile and progress cases for new and replacement posts to the University Operations Committee via iTrent and be responsible for any follow up from the committee as required.
- Responsible for accurately updating the iTrent HR system throughout the recruitment process (from position approval stage to the completion of contract).
- Act as the main point of contact throughout the recruitment campaigns, this includes; corresponding with shortlisted candidates, request candidate references prior to interview, and notify unsuccessful candidates in a timely manner. Meet and greet the candidates on the day of interview and provide them with any support they may need during the interview day.

- Ensure all interview panels are compliant with University policy and that the panel Chair has undertaken the necessary training.
- Manage and maintain a staff vacancies database for school audit purposes.
- Responsible for implementing a robust process to ensure the School is compliant with immigration checking in accordance with UKVI regulations.
- Compile information to enable Human Resources to apply for Certificate of Sponsorship.
- Responsible for providing line managers with induction information for their new employees and that induction procedures are understood by line managers. For new members of academic staff; undertake an operation induction, ensuring that all aspects of health and safety are covered, sickness reporting procedure and sign posting to key school members of staff.
- Responsible for the design and delivery of the School induction activities including implementing institutionally defined induction processes. Act as the main contact for enquires from new starters regarding questions about the school.

Other HR related activities

- Provide advice and guidance on all HR matters to all school staff.
- Manage and oversee the School's Casual Claims process: Provide advice and guidance to all levels of staff within the school on the correct process. Ensure that the appropriate pay grade is allocated. Process contracts where necessary. Create and maintain a robust process to support the checking, monitoring and compliance with UKVI regulations.
- Advise and provide guidance to school staff on UKVI regulations and to ensure they are following the correct checking process.
- Academic probation: Co-ordinate the process for the preparation and internal review of academic probationary paperwork before submitting to Human Resources ahead of deadline. Ensure internal process are efficient and fit for purpose, suggesting changes where appropriate.
- Performance Development Review (PDR): Manage and co-ordinate the annual process for all members of staff in the school (between Dec – May). Responsible for maintaining a master list of staff PDRs, following up with line managers where PDRs have not been undertaken, and keeping the Director of Academic Staffing and the Head of Operations up-to-date on progress. Other tasks include advising staff on the completion of the paperwork and maintaining the PDR record forms. Review the internal process on an annual basis to ensure efficiencies and best practice.
- Promotion and Achievement Awards: Co-ordinate all School applications for Personal Titles, promotions to Senior Lectureship and Achievement Award cases. Advise staff on completing the requisite paperwork, convening the relevant School committees to consider the cases, providing feedback to applicants and ensuring that the Human Resources Office's deadlines are met in terms of progressing the cases which have the support of the School.
- Study Period: Support the procedure for the preparation and internal review of applications for study leave including the review of Study Period Reports. Maintain a database for accreditation and monitoring purposes. Ensure internal process are efficient and fit for purpose, suggesting changes where appropriate.
- Sickness absence: Responsible for maintaining accurate and up to date sickness records and ensuring the appropriate paperwork is completed and submitted to Payroll. Monitor sickness absence across the School via iTrent and liaise with relevant line managers with regard to addressing intermittent, short-term and long-term absences. Provide advice to line managers following periods of long-term sickness within their teams. Report any concerns to the Dean and/or Head of Operations.
- Honorary Titles: Responsible for the process of administering the appointment of all honorary academics (i.e. Visiting Fellows, Visiting Professors and Emeritus Professors). This includes ensuring that all appointments

have been approved by the School's Research Committee and that the correct documentation, together with the rationale for each appointment, is forwarded to Human Resources along with following up any extensions.

- Training and development records: Maintaining training and development records, providing advice to staff, and be responsible for the training budget for support staff. Ensure that mandatory training takes place.
- Advise and support colleagues in facilitating the application of the University's human resources policies and procedures within the School.
- Process any changes to employment contracts and resignations in collaboration with HR.
- Advise, support and liaise with the Dean, Director of Academic Staffing and the Head of Operations (where appropriate) on staffing issues at all levels.

Committee Membership related activities

- Providing committee support (for example: to the School Leadership Team, which is the main decision-making body for the School in relation to operational, strategic and developmental issues). The post holder will be responsible for servicing a couple of committees and inputting to the meetings at an operational level.
- Reviewing and updating the Terms of Reference for School committees on an annual basis and ensuring that the Chairs and Secretaries are advised of any changes.

Other responsibilities

- Provide operational support and advice to the Dean, Head of Operations and Director for Academic Staffing on personnel matters and process improvements.
- Provide operational support and advice to Group Leads (7 heads) who each serve a 3-year term. This is especially important when a new Group Lead is appointed, at which stage in-depth support and guidance is provided by the post holder on all aspects in relation to staff management.
- Manage, co-ordinate and update content on the School's intranet for example, recruitment practices and School policies and procedures.
- Responsible for the allocation of office space within the School, ensuring that office space is ready for new members of staff. Manage and co-ordinate office moves. Work in conjunction with the Operational Support Co-ordinator on other activities relating to space management.
- Develop collaborative working relationships with key contacts within the School and across the University and represent the School at relevant meetings, workshops and events.
- Undertaking any other duties as may be reasonably requested by the Dean of the School, Operational Support Co-ordinator, Head of Operations, or the Director of Academic Staffing.
- Proactively review and adapt existing internal processes/procedures to ensure efficiency and that any mandatory requirements are met.
- Manage specific projects as directed by the Dean of the School or Operational Support Co-ordinator.
- Manage and oversee all aspects of School personnel administration, and to ensure that the storage of data is kept confidential and in accordance with University policy and GDPR regulations.
- Manage the annual School Award process, ensuring the outcomes are effectively communicated to nominators and nominees.
- Work independently without supervision and take responsibility for planning and organising own workloads.

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

The post holder may be required to work outside of the normal office hours if necessitated by the exigencies of the service.

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 Equity & 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

The Operations Officer reports directly to the Operational Support Co-ordinator

Person Specification

Your application will be reviewed with respect to meeting the essential and desirable criteria listed below.

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 amount of experience in a similar office environment.	1,3
	Experience of providing reports and advice to assist management decision-making.	1,3
	Experience of co-ordinating HR and administration processes in conjunction with senior managers.	1,3
	A good working knowledge of University policies and procedures, as well as its organisational structure and decision-making processes.	1,3
	Experience of working in a confidential environment.	1,3
	Experience of managing staff performance to achieve excellence.	1,3
Skills and abilities	Excellent organisational and managerial skills, with the ability to plan ahead, prioritise and manage conflicting demands, work under pressure and meet deadlines.	1,3
	Ability to problem solve and offer solutions.	1,3
	Innovative thinking to adapt working procedures to new/different situations.	1,3
	Excellent interpersonal skills, including tact, discretion and the ability to develop effective working relationships with staff at all levels.	1,3
	Ability and willingness to continually review and update working practices, procedures and skills, and to “add value” in all tasks undertaken.	1,3
	Ability to assimilate quickly new policies and regulations, disseminate them to others and operationalise as appropriate.	1,3
	Ability to be proactive and to take ownership of tasks.	1,3
	Excellent IT skills in Microsoft Office packages and an interest in the application of IT to administrative procedures.	1,3
	Ability to maintain sustained attention to detail and produce accurate information while under pressure.	1,3
	Ability and willingness to learn independently and to master new areas of knowledge and skills quickly.	1,3
	Strong written and verbal communication skills with the ability to inform, persuade and influence at senior level.	1,3
	Ability to present complex information in a clear and concise format, eg committee support.	1,3
	Ability to work independently and on own initiative.	1,3

	Flexible approach.	1,3
	Tact and diplomacy.	1,3
	Ability to interact with all levels of colleagues.	1,3
	Appreciation of the importance of confidentiality.	1,3
	Proven ability to be pro-active, to prioritise tasks and work independently in a complex and developing area	1,3
Training	Ability to demonstrate a pro-active approach to training and development.	1,3
	A willingness to undertake further training as appropriate, and to adopt new procedures as and when required.	1,3
Qualifications	Educated to A level standard or equivalent qualifications.	1,3
Other	Commitment to observing the University's Equal Opportunities Policy at all times.	1,3

Desirable Criteria

Area	Criteria	Stage
Experience	Previous experience of working in a generalist HR position.	1,3
	Previous experience of working in Higher Education or in a large public sector organisation.	1,3
	Line management experience.	1,3
	Experience of change management.	1,3
	Experience of project management.	1,3
Skills and abilities	Experience with HR Systems ideally iTrent.	1,3
Qualifications	Degree or equivalent qualifications	1,3

Conditions of Service

The position is part time, 0.63FTE, (this equates to 9:30 to 14:30, including a 20-minute lunch break, Monday to Friday) the post is OPEN ENDED. Salary will be on Administrative Services job family grade 5, £27,979 - £32,982 pro rata 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 equity 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/>