

Operations Support Co-ordinator

Job Ref: REQ240706

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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

Job Purpose

To support the Head of Operations and Operations Officers in managing and co-ordinating a number of key functions relating to the smooth running of administration, financial, HR and Event Management related activities; including resource management and compliance support.

This may include deputising for the Operations Officers as and when required.

Job Duties

1. To direct resources as needed to ensure delivery of an excellent service to staff and students throughout the School. This will include providing support and advice to academic colleagues on budgetary arrangements and human resources queries.
2. To co-ordinate the School's Bought in Teaching process (including Demonstrators and other learning support), in liaison with the Director of People, Directors of Studies and Technical Tutors; to identify teaching requirements, prepare information and data, maintain a robust process to support the checking monitoring and compliance with UKVI regulations, to approve Bought in Teaching claims and to monitor the associated budget.
3. To work with the Operations Officers to oversee casual claims to ensure compliance with UKVI regulations and approve claims when required for both staff and students including ambassadors for events, invigilators, casual researchers and additional staffing hours. This will require use of University HR systems – iTrent and Dashboard.
4. To develop a strong working relationship with colleagues in the Research and Innovation office to ensure that any grant queries are addressed promptly.
5. To be responsible for purchasing via purchase order and purchase card, raising invoice requests and BACS transfer requests, booking conferences and making travel and accommodation arrangements for staff and research students and to ensure that all aspects of these activities are compliant with financial regulations and University policy.
6. Using the Agresso system, to coordinate day-to-day School business administration, including financial activities related to teaching, research and innovation within the School, and that all aspects of financial responsibility are compliant with University policy and procedures.
7. To work with the Operations Support Co-ordinator (Events) to provide essential support to enable academic colleagues to host events safely, compliantly and within budget.
8. To advise academic colleagues of available support for conferences and other related activities.

9. To maintain appropriate financial records and those specifically required for audit purposes, and to ensure compliance with end of year accounting arrangements/deadlines.
10. To analyse complex data and produce reports to aid decision making by grant holders and school senior management.
11. To provide support in relation to administration processes including school prizes, staff/PGR Induction and fire safety.
12. To provide cover for committee support for all School Senior Management Meetings.
13. To work with the Operations Officers in developing new and improved policies and procedures, and to support their implementation in conjunction with the SMT and the School's support team.
14. To undertake School project work identified by the Operations Officers as required.
15. To support colleagues in facilitating the application of the University's human resources policies and procedures within the School.
16. To respond to any enquiries received and take appropriate action. This will include dealing with students and parents, academic staff, external organisations and other University Colleagues.
17. To provide cover and support for other colleagues at busy times and in cases of absence, by undertaking such duties and responsibilities which are commensurate with the grade and nature of the post.
18. To ensure compliance with relevant University policies and procedures.
19. To undertake any training and development deemed appropriate for the position by the Head of Operations or Operations Officers.
20. To undertake any other duties that may be reasonably requested.

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 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	Experience of providing reports and advice to assist management decision-making	1, 2, 3
	Experience of rigorously applying financial and human resources regulations	1, 2, 3
	Experience of co-ordinating financial, HR and administration processes in conjunction with senior managers	1, 3
	Experience of data interrogation and analysis	1, 3
Skills and abilities	Excellent IT skills, including Excel, Word and databases	1, 2, 3
	Excellent organisational skills with exceptional attention to detail	1, 3
	A flexible approach to work and an ability to cope with change	1, 3
	Able to prioritise own and team workloads	1, 2, 3
	Able to use initiative to solve problems	1, 3
	Excellent communication and interpersonal skills with a broad range of clients and contacts	1, 3
	Experience of dealing with people in a variety of complex/difficult situations	1, 3
	Ability to work under pressure, with numerous conflicting priorities, to tight deadlines and to take responsibility for meeting agreed targets	1, 3
	Ability to work efficiently and accurately at all times	1, 3
	Ability to maintain high levels of discretion and confidentiality	1, 3
Training	Willingness to undertake training identified as appropriate, and to adopt new procedures as and when required	1, 3
Qualifications	At least A Level standard education with significant work experience and practice in a related area.	1
Other	Commitment to observing the University's Equal Opportunities Policy at all times.	1, 3
	Willingness to work unsocial hours if required	1, 3

Desirable Criteria

Area	Criteria	Stage
Experience	High level of Excel knowledge – including formulas, pivot tables, etc.	1, 2, 3
	Experience of using University systems e.g. Agresso, LUSI, Co-tutor, iTrent	1, 3
	Ability to take minutes.	1, 3

Conditions of Service

The position is FULL TIME and OPEN ENDED. Salary will be on Administrative Services Grade 5 (£27,979 – £32,982 per annum) subject to an annual pay award, 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/>