

FINANCE AND OPERATIONS ASSISTANT

Full time and open ended

Job Ref: REQ250030

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

School Summary

[Loughborough Business School](#) is an integral part of Loughborough University's learning offering, covering the disciplines of business, management, finance, accounting and economics. Guided by the ethos of '[Progress with Purpose](#)', our forward-thinking approach to research and teaching empowers staff and students to drive change, both within and beyond the University.

We are consistently ranked as a top 10 UK university in national league tables and Loughborough Business School also holds triple accreditation from AMBA, EQUIS and AACSB. Our position within the higher education sector has been developed by our excellence driven approach and a welcoming, vibrant international community of staff and students. Whether you are an innovative academic aiming to make a difference in the world, or an ambitious professional in search of a rewarding career in higher education, you can make progress with purpose at Loughborough Business School.

Job Description

Job Grade: Administrative Services Grade 4

Job Purpose

An exciting opportunity has arisen within the School's Finance and Operations team, the postholder will provide financial support, contributing to the professional, high quality administrative service that supports the delivery of the School's objectives.

The postholder will liaise with other areas of the University and external organisations in order to support the financial administration of the School and to ensure compliance with University financial systems, procedures and controls.

The postholder will also be required to cover reception for a minimum one day per week, and to provide cover during the absence of the Operations Support Administrator.

You will be required to provide high quality customer service, promoting an efficient and effective reception service and ensuring that each customer that comes in to or contacts the School has a positive experience. Provide a friendly and professional welcome to all customers, presenting a positive impression of themselves and the School.

The postholder will embrace opportunities to develop and grow: take a flexible approach to work and provide support in any other area of the school at the request of the Business Operations Manager, in response to changing requirements.

Job Duties

General Finance:

- Processing of School purchase orders, ensuring all orders are accurate and that budgetary approval has been received.

- Processing of external expense claims, ensuring budgetary approval has been received.
- Processing of Executive Professional Education client invoices, maintain Executive and Professional Educational client contract information and invoicing data.
- Check budgets are not overspent and provide regular account updates advising budget-holders when problems arise.
- Investigate and resolve financial queries, internal and external.
- Provide advice, support and guidance to School colleagues on issues relating to university financial policies, procedures and administration.
- Using the School's purchasing credit card to make authorised purchases for staff of up to £5,000 per item, not exceeding £25,000 per month.
- Reconcile credit card transactions and ensure mandatory documents are uploaded to Agresso.
- Book and pay for conferences and assist with completing travel arrangements for staff, students and externals.
- Provide support and guidance to all travellers; advise on Business Travel policy and procedures, manage and maintain travel approvals and risk assessment documents.
- Purchase and pay approved travel booking requests using Clarity.
- Acting as a Designated Department Person (DDP), responsible for authorising purchase requisitions on Agresso up to £1,000 per transaction.
- To purchase and pay School stationery requirements, monitor stock levels.
- Provide financial data and reports as requested by Finance Officer and Head of Operations.
- Ensuring that University systems and procedures are being complied with and advising the Finance Officer of any deviations.
- Set up new suppliers within the University's finance system in line with Procurement guidelines.
- Maintaining suitable audit trail, working papers and general filing system to satisfy audit and tax requirements. Ensuring confidentiality and security of such information.
- Building effective working relationships with the Finance Office and other sections of the University, as well as external organisations, as deemed appropriate by the Finance Officer.
- Taking responsibility, in conjunction with the Finance Officer, for reviewing systems and procedures and looking for efficiency improvements.
- Acting as the 'Daily Contact' for the Schools mobile phone enquiries.

University Teacher administration and finance:

- To process right to work checks for casual University Teachers and external examiners for the School; record data and maintain records.
- Process University Teacher setups, communicate updates and maintain records.
- To update and monitor the school's University Teacher teaching workload master file, provide support and guidance to all University Teachers.

- Input approved University Teacher workload data on to the University's Dashboard system.
- To check, analyse and approve University Teacher claims for payment, reporting and resolving anomalies.

Reception:

- Greeting visitors to the school in a professional and courteous manner and ensuring that the reception area is presentable and creates a good impression.
- Assisting with and answering queries in person, but also by MS Teams, and email. Passing on messages quickly and efficiently, as appropriate.
- To work independently and use own initiative when dealing with unexpected student problems and emergencies, referring more complex problems to the appropriate persons.
- Develop a competent knowledge of student record systems such as LUSI, Co-Tutor and LEARN so that student-based queries can be resolved at first base.
- Undertake general administrative tasks to support colleagues such as taking receipt of parcels and deliveries.

Other:

- Acting as a trained Desk Screen Assessor.
- Acting as a trained Fire Marshall and contribute to the School's weekly fire alarm testing.
- Demonstrating a commitment to continuing personal/professional development.
- Observing and defining priorities and timetables in the achievement of objectives.
- Undertaking other duties as directed by the Finance Officer or Business Operations Manager.
- To ensure compliance with relevant University policies and procedures, including GDPR and other relevant legislation.

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: Finance Officer

Responsible for: None

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
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Recent finance administration experience, to include purchase and pay processing.	1, 2, 3
	Experience of working in a busy finance environment	1, 3
	Experience of establishing and maintaining accurate electronic records.	1, 3
Skills and abilities	Excellent interpersonal and verbal and written communication skills	1, 2, 3
	Strong organisational skills, with the ability to prioritise work and work under pressure to tight deadlines	1, 2, 3
	Ability to deal with a variety of people in a professional manner	1, 3
	Strong numeracy skills, with high levels of accuracy and attention to detail	1
	Ability to work using own initiative and be proactive seeking to improve procedures as necessary	1, 3
	Ability to demonstrate leadership skills through ability to effectively advise on procedures	1, 3
	Ability to work independently and as part of a team	1, 3
	Able to work with, manipulate and interpret complex data	1, 2, 3
	Ability to work appropriately with confidential issues and records	1, 2, 3
	Ability to undertake regular, routine office duties, often with interruptions	1, 3
	Self-motivated with an adaptable and flexible approach to work	1, 3
	Proficient in the use of a wide range of Microsoft Office, in particular MS Teams, Excel and Outlook, and the ability to use technology to drive effective ways of working	1, 2, 3
Training	A willingness to undertake further training as appropriate, and to adopt new procedures as and when required, particularly in regard to the University's finance and purchasing systems	1, 3
Qualifications	GCSEs at Grade C or above (or equivalent) including English Language and Maths or considerable professional experience	1
Other	To observe the University's Equal Opportunities policy at all times	1, 3
	To monitor and work within University's Acceptable Use Policy	1
	To maintain confidentiality, as the postholder will have access to personal and confidential information	1, 3

Desirable Criteria

Area	Criteria	Stage
Experience	Previous experience of working in a higher education environment.	1, 3
	Experience of using Agresso.	1, 3
	Experience of using VLOOKUP and Pivot Tables	1, 3
Qualifications	AAT qualified or working towards.	1, 3

Conditions of Service

The position is full time and open-ended. Salary will be on Administrative Services Grade 4, Salary band £24,600 – 28,081 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, 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/>

Informal Enquiries

Informal enquiries should be made to Dawn Brown, Finance Officer at D.E.Brown@lboro.ac.uk