

## Administrative and Operations Coordinator

Job Ref: REQ250300

**As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.**

Innovation is at the heart of the University's activities and the Commercial Directorate is a new function for the university engaging in external relationships to forge meaningful partnerships to support our strategy. The directorate, reporting directly to the CFO and situated in the VCO is responsible for developing novel and new income generation activities and as part of the Commercial Director's remit including the strategic development of our Science Park, LUSEP, strategic business engagement and a creating an executive education portfolio and hub to deliver non accredited learning pathways for our partners. The Directorate runs a programme portfolio approach to its activities and knowledge of programme and portfolio management will assist the postholder.

### Job Description

#### Job Grade: Administrative Services Grade 5

This is an exciting time to join the directorate as we grow our remit and portfolio. Initially reporting directly to the Commercial Director, this new role is designed to support the daily operations of the Commercial Directorate. The successful individual will work closely with the Commercial Director and the incoming Deputy Director for Executive Education (in recruitment) and will provide comprehensive support to the team. You will be a self-starter and keen to develop new processes and systems in line with the development of the directorate. Key responsibilities include assisting the Commercial Director with diary management and support alongside wider and project office support, maintaining regular communication with internal and external stakeholders as necessary, liaison with the VCO team to ensure synergy with . The postholder will need to have excellent organisational skills, demonstrate good use of initiative, and the ability to multi-task. Experience of project support tools would be helpful in the role.

#### Job Duties:

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

- To be the 'front door' for the Commercial Directorate to internal and external enquiries.
- To provide a full range of support services to the Commercial Director and direct reports as necessary diary management; document preparation; dealing with telephone calls and e-mails; receiving visitors to the office, arranging internal and external meetings, travel arrangement, expenses submissions.
- To ensure that the best use is made of the Director's time by being proactive in dealing with enquiries and taking a "big picture" strategic outlook on diary management.
- Liaising with stakeholders at all levels within the University and externally on the Commercial Director's behalf.
- Providing general support and assistance to the Commercial Director and the members of the Commercial Directorate.

- To manage the Director's correspondence (including those which are private and confidential) prioritising and taking action as appropriate.
- To ensure that the relevant paperwork/electronic files are made available in the Director's diary prior to all meetings.
- To proactively inform the Director of urgent actions arising.
- To respond expeditiously to requests for documentation and information from the Commercial Directorate and University and to ensure the return of documents (with particular attention to sensitive/confidential items).
- To communicate clearly and effectively within the University on behalf of the Director and Commercial Directorate; to represent the University appropriately at all times and to develop excellent working relationships, especially with senior contacts both internally and externally.
- To be responsible for, and use a, purchasing card as and when required on behalf of the Director and to prepare expenses to be submitted by the Director via Agresso.
- To take responsibility for cascading information from the Director to the wider teams as and where required.
- Designated departmental person (DDP) for the Commercial Directorate - managing purchase orders, GRNs and acting as the departmental purchase card holder.
- To be responsible for managing the IT provision, furniture and space allocation for the Commercial Directorate via purchase order and/or purchasing card, completing admin and financial processes in accordance with audit requirements.
- Health and Safety representative for the Directorate, undertaking relevant training and monitoring, maintaining relevant records and working with senior staff on the development and implementation of policies and procedures.
- Develop and maintain the Commercial Directorate web page (internal and external sections). Make small changes, co-ordinate with Marketing to make larger changes and ensure that the content and customer journey is of a high standard.
- Responsible for event organisation – plan and co-ordinate events across the year for relevant project and for Commercial Directorate team away days.
- 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.
- Develop and maintain strong working relationships with central University departments and liaise appropriately with colleagues in all areas to carry out required tasks.
- Ensure compliance with University regulations, ordinances, policies and procedures.
- Undertake any training and development deemed appropriate for the position by the Commercial Director or other senior colleagues.

### **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 Commercial Director – Sally Wilson.

## 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 relevant experience within an appropriate environment.	1,3
	Experience of using IT packages to deliver high quality processes and record information accurately.	1,3
	Experience of dealing with people at all levels, in a variety of complex situations and handling confidential information.	1,2,3
	Significant experience of diary, and email inbox, management and meeting support including minute taking	1,2,3
Skills & Abilities	Excellent organisational and planning skills with a high level of numeracy and attention to detail.	1,3
	Excellent interpersonal skills including tact, diplomacy and cultural sensitivity.	1,2,3
	Able to plan, prioritise and work independently and to deal with unforeseen problems and circumstances effectively.	1,2,3
	Excellent practical IT skills including Microsoft Office and Outlook diary management.	1,2,3
	Demonstrate well-developed problem-solving skills, using initiative and judgement in more complex situations.	1,2,3
	Proven ability to be proactive, to prioritise a complex and varied workload, meet deadlines and work with minimum supervision.	1,3
	Proven to show Initiative, flexibility and the ability to adapt to a rapidly changing environment.	1,3
	Proven ability to work individually and as part of a team.	1,3
	Ability to always maintain confidentiality and discretion.	1,3
Training	A willingness to undertake further training as necessary.	1,3
Qualifications	Education to A-level standard or equivalent experience plus minimum of GCSE or equivalent Grade C in English and Mathematics.	1
Other	Commitment to providing a high standard of service to University staff, students and external partners.	1,3
	A commitment to Equity, Diversity and Inclusion and experience of ensuring this is embedded in the workplace.	1,3
	Demonstrate innovative thinking to enable process development and project assistance.	1,3

### Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working in a higher education environment.	1,3
	Experience in using financial and HR systems e.g. Agresso, iTrent.	1,3
	Experience of Loughborough University administrative procedures and systems.	1,3

## Conditions of Service

The position is FULL TIME. Salary will be on Administrative Services Grade 5 £29,179 - £34,132 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 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 can be found [here](#).

The University offers a wide range of employee benefits which can be found [here](#).

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/>