

Operations Administrator

Job Ref: REQ250958

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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 highly ranked 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 Service Grade 4

Job Purpose

The postholder will provide administrative support to members of the People Support & Operations Team and the wider Business Support Services Team. The role will be extremely varied with requests being received on a daily basis which will require the postholder to have excellent time management, prioritising skills, the ability to multitask, and have a high level of self-motivation. Not only will the postholder have a very important role in supporting the People Support & Operations Team, they will also act as front of house for the school by providing a professional and efficient welcome to a broad range of visitors including students, industrial partners, guest speakers and university colleagues when they arrive at the school.

To ensure the postholder can provide the level of support required, they will develop a broad understanding of the school's activities and apply this knowledge to pre-empt and satisfy the requirements of the People Support & Operations Team.

The postholder will take responsibility for providing a high standard of advice and problem resolution where required, as well as signposting to other services, alongside being responsible for the general upkeep of a building which services students on all levels and a large complement of staff.

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 Head of Operations, in response to changing requirements.

Job Duties

People Support & Operations Team Administration

- Authorised user of the Human Resources information system (iTrent) for recruitment.
- Assist with recruitment activities: Update the iTrent system, collate application forms, organising the interview panel membership, book interview rooms, prepare interview paperwork, obtain references, meet and greet the candidates on the day of interview and provide them with any support they may need during the interview day, maintain records within iTrent.
- Committee servicing to the Health and Safety Committee, Sustainability Committee and Recognition Committee: Prepare agendas, take minutes, ensure actions are followed up to completion, and provide support to the Chair with any necessary actions.
- Provide administrative support as directed by the Operations Officer, People Process & Operations Manager and/or Business Operations Manager: Such as producing letters in relation to academic leadership roles, fellowship leave confirmation, New Lecturer Programme confirmations and update databases for each topic
- To provide cover 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.

School Facilities

- Be responsible for the Loughborough Business School Student Hub: Proactively ensure it is well presented and creates an excellent first impression; develop a strong working relationship with colleagues from the cleaning and catering teams to ensure that they are aware of and engaged in the delivery of the school's priorities; nurture a strong rapport with students using the hub area and encourage them to care for and respect this facility.
- Act as the first point of contact for the reporting of building issues which require repair; liaise directly via Archibus with Estates and Facilities Management (E&FM) to report and monitor progress; report emergency situations e.g. flooding, power outage etc., promptly, to the E&FM Helpdesk and Operations Officer; ensure that advice on minimising risk is followed and that clear instructions are passed onto staff who are in the building; provide regular updates to colleagues until the situation has been resolved and ensure that staff in the school are kept informed.
- Where large-scale works are underway, work closely with the Operations Officer to co-ordinate day to day communications with project managers and contractors; ensure they have advanced warning of school activities so that disruption can be minimised; take responsibility for communicating with staff in the school to provide timelines for work and advanced notice of disruption; handle any complaints received from colleagues on noise or damage caused by work and discuss these with contractors on site to reach a mutual resolution.
- Process requests for repair work such as painting and new carpets to E&FM and follow-up to ensure that this work is undertaken in a timely manner to fit with staff needs.
- Undertake a visual inspection of all offices on an annual basis to fulfil Health & Safety audit requirements.
- Arrange office moves as advised by the Operations Officer; act as the link between the staff member involved, IT Services and E&FM to ensure a smooth experience for the member of staff.
- Ensure offices are left empty by departing staff and made ready in advance of new starters arriving as requested by the Operations Officer. This includes décor and flooring which should be clean and in good condition; basic furniture in position; a small stock of stationery. Undertake visual health and safety and repair checks in vacant staff offices, reporting any concerns so that work can be undertaken in a timely way. Implement a checklist process for the handover of offices as they are vacated, including the processing of requests to retain specialist IT equipment and update office door signs.
- Office key management: Responsible for ensuring office keys are returned by staff on departure and made ready for the new occupants. Create and operate a tracking system to ensure that appropriate keys are in stock and available. Take responsibility for the safe keeping of all keys and ordering of new keys from the E&FM team when required.
- Liaise with Campus Living regarding the maintenance and upkeep of the coffee machines in the Loughborough Business School Hub and staff kitchens.
- Responsible for maintaining the School facilities email account and responding as required in a timely manner.

- Efficiently co-ordinate and arrange confidential waste collections through Archibus.

General Duties

- 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 messages on 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.
- Act as a School DSE Assessor; maintain and update the Cardinus system; take shared responsibility for arranging DSE assessments with new staff, and act as a liaison with specialist university teams to identify appropriate solutions and acquire any additional equipment recommended through the assessment process.
- Take on the role of Fire Marshal for the building: working alongside other Fire Marshals to assist with the fire alarm testing (weekly) and assist with the safe evacuation of the building.

Support for Events

- As required, assist with the delivery of specific school events: Work with the event organiser(s) to deliver specific elements of school events, providing support and guidance alongside an excellent level of customer service. Tasks will include arranging the booking of space, ordering catering, dealing with suppliers (internal and external), and liaising with E&FM colleagues.
- Assist with the registration of student ambassadors to support School Visit Days and University Open Days; allocate duties to ambassadors for each event and follow up to process payments on the Dashboard system.
- The postholder will be required to manage their own workloads to assist with other school events as directed by the Operations Officer and/or Head of Operations. Requests may result in providing assistance unexpectedly.
- As there may be multiple events taking place in the school on the same day, the postholder must be able to confidently manage the demands on their time, ensuring that the LB Hub remains presentable.
- Assist with the production and publishing of information relating to special events, and co-ordinate the updating of display screens in the school.

Other responsibilities

- To ensure compliance with relevant University policies and procedures
- Fully participate in the Grow, Learning, Opportunity and Wellbeing process, working to agreed objectives, undertaking mandatory training within prescribed timescales and other planned training in relation to the role and the needs of the school as agreed with the Line Manager.

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.

Due to the nature of the role, the postholder will not be able to work from home.

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/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Proven ability to work on own initiative and collaboratively within a team in a busy administrative role	1, 3
	Experience of student or other customer-focused environment	1, 3
	Experience of dealing with enquiries through to resolution to create a lasting impression of excellent service	1, 3
	Experience of working with confidential information	1, 3
	Previous experience of dealing with people in a variety of complex/difficult situations.	1, 3
	Previous experience in a similar role.	1, 3
	Experience of taking meeting notes and producing accurate minutes and action plans.	1, 3
	Experience of coordinating HR and/or administrative processes in conjunction with senior managers	1, 3
	Experience of working with/maintaining databases	1, 3
Skills and abilities	High standard of written and verbal communication skills	1, 3
	Professional, friendly and welcoming communication style	
	Able to deal with a variety of people in a professional manner	1, 3
	Excellent organisational skills	1, 3
	Ability to work independently or as part of a team	1, 3
	Highly committed and willing to have a flexible approach to duties	1, 3
	Enthusiastic and motivated with a positive 'can do' attitude	1, 3
	Ability to use own initiative to deal with problems and organise others	1, 3
	Ability to undertake regular, routine office duties, often with interruptions	1, 3
	Innovative thinking to adapt working procedures to new/different situations.	1, 3
	Ability to work under pressure with conflicting priorities	1, 3
	Ability to organise own workload and meet tight and changing deadlines	1, 3
	Ability to take meeting notes and produce accurate minutes and action plans.	1, 3
	Use of compassion and tact in dealing with complex situations with a variety of people.	1, 3
	Excellent computer skills with a thorough knowledge of MS applications, including Excel, Outlook, and Word and Office 365 especially MS Teams and OneNote.	1, 3
	Excellent attention to detail	1, 3
Training	Be committed to, and actively participate in, a programme of continuing personal professional development	1, 3
Qualifications	5 GCSEs at Grade C or above (or equivalent) including English Language and Maths or demonstrate equivalent relevant professional	1

	experience.	
Other	To maintain confidentiality and compliance with GDPR.	1, 3
	To be committed to 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	Experience of working in a Higher/Further Education environment or in a large public sector organisation.	1, 3
	Working knowledge of iTrent, LUSI, Co-tutor and LEARN.	1, 3
	Experience of working in a generalist HR environment	1, 3

Conditions of Service

The position is FULL TIME and OPEN ENDED. Salary will be Administrative Services Grade 4, (£26,527 - £28,778) 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/>.