

HR & BUSINESS OPERATIONS ADMINISTRATOR

0.6 FTE

Job Ref: REQ251102

Job Description

Job Grade: Administrative Services, Grade 4

Job Purpose: To work with the HR & Finance Co-ordinator and Operations Manager to support the smooth running of the HR and Finance functions of Student Services, ensuring compliance with HR and Finance legislation in accordance with university policies and procedures.

In addition to working as part of a team, there will be a need for the HR & Business Operations Administrator to work autonomously, exercising initiative and judgement to undertake all aspects of HR and Finance administration in support of the Service's activities.

Job Duties include:

Recruitment:

- Liaise with recruiting managers to put position approvals onto the iTrent system and ensure that job descriptions, gradings and all other paperwork is correct
- Prepare and process job advertisements using the iTrent HR system and place adverts in other external publications/websites as appropriate and in conjunction with central HR Department staff
- Prepare paperwork for shortlisting
- Administrate the interview process ensuring compliance with the Appointments Committee Code of Practice. To act as a member of interview panels, if required, for the appointment of student staff
- Enter Request to Offer submissions onto iTrent and liaise with Central HR to ensure correct information has been provided for contracts to be issued
- Check the Student Services' Induction booklet is being issued and used by line managers.
- Process Casual Claims via the Claims Dashboard and administrate the recruitment of casual staff via iTrent
- Administrate the recruitment of bought-in teachers and ensure that necessary right-to-work checks are carried out.

General HR Administration

- Enter sickness absence details onto the iTrent system and chase any absence forms not submitted
- Log Annual Leave requests

General Finance Administration:

- Raise requisitions, purchase orders and invoices for purchase of goods and services over a broad range of Service requirements; ensure that invoices are produced in accordance with financial procedures and manage payments to suppliers
- Maintain appropriate financial records for audit purposes and comply with end-of-year accounting deadlines
- Process pay claims, overtime payments and expenses for Service staff
- Respond to and solve first level queries, escalating to line manager when necessary
- Make travel and accommodation bookings for Service staff
- Assist with Petty Cash payments
- Process stationery orders and stock maintenance requests

Training:

- Assist with the preparation and running of training and development activities
- Meet and greet presenters and assist with any set-up queries
- Assist with the promotion and publication of course and training sessions
- Ensure Health & Safety regulations are observed, and any necessary documentation is completed and retained

First Point of Contact:**On a roster basis:**

- Meet and greet visitors to Student Services, always maintaining a high level of confidentiality and discretion.
- Ensure enquirers are made to feel welcome by dealing professionally, respectfully and effectively with initial enquiries, communicating tactfully with a range of clients (students, staff, parents, visitors), including those with English as a second language
- Proactively engage to provide first-line advice and information of services to enquirers, within certain designated boundaries, often dealing with complex enquiries and offering guidance as appropriate
- After comprehensive, sensitive and appropriate diagnostic questioning of enquirers, make appointment and assessment bookings with Service Staff. Refer, or signpost on if required.

General:

- Attend Service and other necessary meetings and contribute as appropriate
- 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
- Carry out general office duties,
- Know and adhere to basic Health and Safety procedures including relevant emergency and evacuation procedures
- Promote and participate in effective and flexible team working with admin colleagues
- Contribute to projects within Student Services and to the continuous improvement of working practices, including production and maintenance of standard operating procedures; assist with the training of other staff as required
- Clear understanding of and adherence to relevant University and Student Services policies including GDPR compliance

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

It will be necessary, on occasions, for the post holder to work outside normal working hours including some work in the evenings and at weekends.

Organisational Responsibility

Reports to the HR & Finance Team Co-ordinator

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 experience of working in an office environment, carrying out HR and Finance-related tasks	1,2,3
	Significant experience of working in a busy, customer-facing role and working to tight deadlines	1,2,3
	Experience of collating, maintaining, and tracking information from a variety of sources	1,3
	Previous experience of dealing with people from diverse backgrounds	1,2
Skills and abilities	Excellent standard of written and spoken communication	1,2,3
	A professional, positive, courteous and empathetic manner with a focus on customer service	1,2,3
	Able to prioritise own workload and use initiative to resolve and respond to queries	1,3
	Able to quickly determine the nature of an enquiry and respond with tact and diplomacy	1,3
	Able to handle personal/confidential information appropriately and to treat issues with sensitivity	1,2,3
	Able to recognise when issues need to be escalated or referred and remain calm in emergency situations	1,2,3
	Able to disseminate information clearly and effectively in a busy environment	1,3
	Able to plan ahead, meet competing priorities and deadlines, and operate efficiently under pressure	1,3
	Demonstrates a methodical approach, an aptitude for accuracy, attention to detail and ability to multi-task	1,2,3

	Strong Excel, database and other Microsoft Office skills	1,3
	Able to work to tight deadlines and contribute effectively as part of a team	1,3
Training	Willing to undertake continued professional development.	1
	Demonstrate an in-depth knowledge of policies and procedures.	1,2,3
Qualifications	A-Level Qualification or equivalent experience	1
Equality & Diversity	A commitment to equality and diversity with the ability to role model, adhere to and advocate the University's Equality and Diversity Policy.	1,2,3
Other	Friendly and approachable	1,23
	Willingness to learn new skills and adapt to change	1,3
	Must present a professional image at all times	2,3
	To observe the University's Equal Opportunities policy at all times	1

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working in Higher Education	1, 3
	Experience of working with people whose first language is not English	1,3
	Experience of working in a Student Services environment	1,3
	Experience of working with disabled or potentially vulnerable customers	1,3
Skills and abilities	Knowledge of updating websites	1,3
	Previous experience with learning databases, such as iTrent and finance databases such as Agresso	1,3
	Excellent knowledge of Excel, able to manipulate data and produce statistical information	1,3
Other	A flexible approach and willingness to work irregular hours as necessary	1,3

Conditions of Service

The appointment will be subject to the [University's Terms and Conditions of Employment](#) relevant to the job grade.

Shared University Responsibilities

As a member of the Loughborough community, you are expected to:

- Take reasonable care of yourself, others and the environment, and to prevent harm by your acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Sustainability Policies & Procedures.
- Uphold and actively contribute to the [University's commitment to Equity, Diversity, and Inclusion](#), ensuring that all duties are carried out in alignment with this.

Our Purpose, Vision, and Values

Our purpose, Vision and Values underpin all that we do and shape how we work together at Loughborough. We're proud to promote our values: **Adventurous, Collaborative, Creative, Authentic** and **Responsible**. Our people bring these values to life every day, and they are central to the positive and supportive culture that makes Loughborough unique.

If you join us, you'll be encouraged to bring these values to life in your own work and contribute to the positive, supportive culture that makes Loughborough unique.

Read more about our [vision and values](#).

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 **Leanne Rowbottom, HR & Finance Coordinator**, or telephone **01509 222336**.

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.