

## HR & BUSINESS OPERATIONS ADMINISTRATOR

### 0.61 FTE

Job Ref: REQ260114

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.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

#### 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.

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 Equity, Diversity and Inclusion 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 HR & Finance Co-ordinator

**Note:** *Although the core duties of the post are set out within the job description, a flexible approach to work is essential. The post-holder may be required to adapt the above duties to take account of changes to working practices*

*In order to ensure continuity of administrative support, working patterns will be set in accordance with the needs of the service. All Administrators are expected to provide support across all service areas as requested and as commensurate with grade.*

## 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.
Demonstrate an in-depth knowledge of policies and procedures.		1,2,3
Qualifications	A-Level Qualification or equivalent experience	1
Equality & Diversity	'Knowledge and understanding of Equity, Diversity and Inclusion Policies'	1,2,3
Other	Friendly and approachable	1,2,3
	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 Unit4.	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 position is offered on a Part Time of 22.5 hours per week, Open-ended basis. Salary will be Administrative Services Job Family, Grade 4, Salary Band £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 offers a wide range of employee benefits 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/>