UNIVERSITY OF LEICESTER

Job Summary

Job Title: Operations Administrator
Grade: 5
Salary: £27,241 to £31,861 per annum, pro-rata if part time
Department: University of Leicester
Hours/Contract: Full time, part time or job share, permanent
Job Family: Management and Administration
Reference: 13756

Role Purpose

The role provides a first-class customer service experience for College and School users, acting as a liaison between the School and central University functions, including IT, Estates, College, LTRS and HR. Working as part of the wider Professional Services team, the postholder will help maintain and improve operational effectiveness and work collaboratively across the School Operations team to support the delivery of cross-functional objectives.

Main Duties and Responsibilities

Human Resources and on boarding support

- Support the recruitment process for all School appointments, ensuring appropriate access, office space, necessary IT and equipment for personnel (new and existing).
- Lead on the health and safety element of the induction process.

Space Management

- Be responsible for space planning and office move co-ordination and dissemination of information relating to estates management.
- Be responsible for Salto access onsite, reporting issues to Central teams and following up within set timeframes.
- Supporting the Deputy College Operations Manager with arranging building changes, providing advice and updates on progress.

Health and Safety

- Take responsibility for managing the Health and Safety, and building sections of the School's website as required.
- Act as the Building Safety Officer and Departmental Safety Officer, in accordance with the requirements of those roles.
- Be the primary contact for departmental health and safety support, e.g. undertake inspections, maintain reports and logs; Display Screen Assessments (DSE) and assist with the Schools Workplan and Audit.
- Act as a Fire Warden and assume other similar roles where required.
- Administer the facilities, Estates and Health & Safety activities within the School including maintenance reporting and follow up.

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DITC

- Act as the lead School Departmental IT Co-ordinator to ensure that University IT policies are followed.
- Be responsible for the co-ordination of the Schools IT provision and support requirements, e.g. hardware, software and operations, working closely with central IT services.
- X drive co-ordinator including its review, updated and maintenance in line with GDPR.

General

- Proactively (without direction) follow up actions on behalf of the Deputy College Operations Manager, College Operations Manager or senior leadership team, maintaining ownership until completion.
- Managing the collection, compilation, analysis and editing of data to report on and measure the performance of the Deputy College operations manager.
- Respond quickly and proactively to demands, identifying issues and proposing solutions for continual improvements, liaising with colleagues as appropriate, working with line manager and pulling in expertise and support where needed.
- Contribute ideas and propose solutions relevant to the role and general efficiency of operations, taking the lead to implement as appropriate.
- Maintain an up-to-date operational knowledge of office systems, policies and processes, to help drive innovation and respond quickly and flexibly to change.
- Maintain a network of contacts across the institution, drawing on support and advice from others to share best practice within the team and resolve problems or improve delivery where possible.
- Provide committee and meeting servicing as required including the drafting of appropriate correspondence concerning complex and diverse issues.
- To work collaboratively across the Operations team to support delivery of cross-functional objectives such as sustainability.
- Have a flexible approach to work; to provide cover for other administrative staff as required across the professional services team to provide continuity of service, for example cover for reception.
- Take responsibility for the training and the quality of work within the role; through self-training. Providing instruction and guidance as required.

Any other duties commensurate with the grade of this post.

Internal and External Relationships

- Regular contact with the Deputy Operations Manager, Operations Operations Manager
- Regular contact with Head of College, Deputy and senior leadership team.
- Regular contact with Heads of Departments
- Regular contact with other administrative staff as part of the shared support structure as well

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as the College and the wider University.

- Regular contact with academic staff members.
- Regular contact with other University and College departments including HR, recruitment, Safety Services IT, Estates, Finance and Student and Academic Services.
- Regular contact with externals including contractors, suppliers and visitors to the School.

Planning and Organising

- Plan own work months in advance and contribute to the planning of activities as director by the senior leadership team
- Organise own workload in conjunction with the Deputy College Operations Manager – Operations, within annual University and College plans and those determined by the academic cycle.
- Responsible for the maintenance and smooth operation of processes and reporting of issues to Deputy College Operations Manager – Operations.

Qualifications, Knowledge and Experience

Essential

- Educated to A level standard or equivalent and relevant work experience.*
- Experience of maintaining systems and accurate record-keeping, including setting up systems and archival*
- Experience of taking responsibility and working independently to deal appropriately and efficiently with unforeseen problems/issues*
- Experience of supporting a digital learning and teaching environment.
- Experience of motivating and communicating with a team of staff*
- Experience of working within a continuous improvement culture.
- Knowledge of Data Protection and an ability to deal with confidential issues in a sensitive manner.
- Substantial administration experience supporting multi- functional teams in a changing environment with ability to work under pressure*
- Experience of working in a busy office environment providing operational support and advice across a range of business functions*

Desirable

- Experience of dealing with Health and Safety issues.
- Experience of managing physical space and co-ordinating facilities.
- Experience of delegating and monitoring work given to others to ensure it is completed to standard and within timescales.
- Working knowledge of the relevant University systems and procedures.

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Skills, Abilities and Competencies

Essential

- Effective communication skills, both written and verbal, report writing skills, and ability to communicate with staff and students at all levels.*
- Excellent customer service skills, with experience of responding efficiently and effectively to all types of enquiries
- Excellent IT skills and knowledge including use of Microsoft Office package
- Excellent team working skills with the ability to work collaboratively and co-operatively with colleagues.
- Ability to develop creative approaches to problem solving and pro-actively analyse and address problems with an appreciation of longer-term implications
- Flexible and positive approach to work with experience of adapting own skills to new circumstances including taking a solution focused approach
- A proactive approach towards workload, with the ability to multi-task and complete tasks promptly, accurately and with attention to detail
- Self-motivated, with ability to generate own work and work on own initiative
- Confident and professional manner and ability to act with discretion and diplomacy
- Strong organisational skills
- Ability to service committees, including taking accurate minutes and the production of paperwork within set timescales

Criteria to be used in shortlisting candidates for interview

Criminal Declaration

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

Supporting University Activities

As a University of Leicester citizen, you are encouraged to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We encourage all staff as citizens to work flexibly across the University if required. If supporting these activities is likely to affect your workload, please speak to your line manager in the first instance

University Values

Inclusive - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

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Inspiring - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

Impactful - As Citizens of Change we will generate new ideas which deliver impact and empower our community

Freedom of Speech

The University is committed to upholding freedom of speech and academic freedom within the law throughout our recruitment processes. We ensure that all candidates are considered based on merit and suitability for the role, without regard to their lawful viewpoints or the expression of challenging or controversial ideas. Our recruitment policies and practices are designed to protect applicants from discrimination or adverse treatment on the basis of their opinions, and to foster an environment where open debate and diverse perspectives are valued as essential to our academic mission.

Equity and Diversity

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.