

Job Description

Operations Administrator

Salary:	Grade 4
Contract:	Full time, ongoing
Location:	Canterbury Campus
Responsible to:	University Operations Manager
Job family:	Administrative, professional and managerial

Job purpose

As a member of the University Operations team, the role holder will provide comprehensive, end-to-end administrative support.

With a broad understanding of the routine activities required to ensure the smooth and efficient administration of the various activities that the operations team supports, the role holder will be largely self-managed, responding to students and colleagues from across the University as well as visitors and external contacts on routine matters, ensuring a courteous and efficient response at all times.

Key accountabilities

The following are the main duties for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

- Provide effective administrative support to University Operations day to day, working proactively to deliver assigned tasks without prompting.
- Provide support in the organisation of meetings, events and committees ensuring that they are run efficiently with timely minutes being produced and that outcomes/decisions are passed on for action.
- Provide help and support in the booking of centralised meeting rooms, raising technical and maintenance issues to the right teams and chasing to ensure a swift resolution. Manage booking conflict issues as they arise by liaising with all stakeholders involved to find a working solution.
- Assist with the implementation of Health and Safety regulations.
- Manage the day-to-day administration of the OVC and University Operations asset register
- With guidance from the University Operations Officer, assist with the build of the annual central university diary.
- Provide cover for administrator colleagues during leave and sickness to ensure teams are fully supported, including Reception spaces run by University Operations to ensure continuity of service.
- Act as the point of contact for staff and visitors to the department providing a courteous and effective service.

Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- Apply knowledge and understanding of certain procedures or policies to be able to respond to a wide range of enquires whilst recognising when it is more suitable to refer to someone else for specialist advice.
- Able to work on own initiative, planning own workload. Deciding what is, or should be, a priority, asking for guidance or signposting queries where necessary.
- Managing a workload with some competing demands and deadlines. The role holder will agree objectives and overall priorities with their line manager but is expected to manage unexpected/unplanned work within overall timeframes.
- Managing multiple requests for information or dealing with several managers politely and professionally and work flexibly across the team.
- Confidence to liaise with stakeholders of all levels across the Institution in person or in written format.

Facts & figures

University Operations and the OVC are at the core of University activity and engage with a wide variety of tasks. The role will blend routine administration with supporting major change initiatives.

The department runs three core receptions on the Canterbury campus which will become central to a number of newly developing processes. The team will also be making a step change in Business Continuity Planning with which the new Head of Business Continuity and Incident Management will require administrative support.

Internal & external relationships

Internal: All staff in the institution, in particular Estates and Information Services teams, as well as Heads of Professional Services

External: Students, parents, visitors, suppliers

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

(Delete if not applicable)

- Regular use of Screen Display Equipment
- Repetitive limb movements

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Essential Criteria:

- GCSE English and Maths (Grade C/4 or above) or equivalent (A)
- Previous experience in a clerical role (A)
- Good IT skills, particularly Microsoft Office packages (A,I)
- Excellent oral and written communication skills (A,I)
- Good attention to detail/accuracy (A,I)
- Experience of taking minutes (A,I)
- Experience of using and/or maintaining database (A,I)
- Ability to remain calm under pressure (A,I)
- Excellent customer service skills (A,I)
- Ability to use initiative to resolve unexpected issues (A,I)
- Ability to work independently and unsupervised (A,I)
- Excellent interpersonal skills, including the ability to communicate in English both verbally and in writing with individuals at all levels within the organisation (A,I)
- Strong organisational skills and attention to detail (A,I)
- Committed team player (A,I)
- Firm commitment to achieving the University's vision and values, with a passion for a transformative student experience and multidisciplinary, impactful research (I)
- Commitment to deliver and promote equality, diversity and inclusivity in the day to day work of the role (I)

Desirable Criteria:

- **CLAIT /ECDL or equivalent IT qualification (A,I)**
- **Experience of evaluating data and producing reports (I)**
- **Experience of working in a confidential environment (I)**

Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage