

## Candidate Information

<b>Position:</b>	Operations Administrator
<b>School/Department:</b>	Queen's Management School
<b>Reference:</b>	19/107760
<b>Closing Date:</b>	Wednesday 11 September 2019
<b>Salary:</b>	£33,199 - £39,610 per annum
<b>Anticipated Interview Date:</b>	Monday, 7 October 2019

### JOB PURPOSE:

Support for the day-to-day operations of the Institute. The role will involve ensuring that all operations within the William J Clinton Leadership Institute are aligned with School and University policies and that robust processes are in place to ensure monitoring, analysis and planning of the work of the Institute and School. The post holder will ensure that there is effective and efficient administrative support for all aspects of Executive Education within the School and that all executives receive an exceptional educational experience.

### MAJOR DUTIES:

1. Supporting the School Manager in all operational requirements relating to financial and resource matters, accommodation, support staff, quality assurance and risk management of the Institute as it continues to extend its product portfolio.
2. Manage the clerical and support staff in the Institute, including recruitment, allocation of duties, maintenance of professional standards, appraisal, staff training and discipline in line with University procedures.
3. Provide high quality administrative support for the development and delivery of the executive education provision in the School. This will include managing portfolios of existing programmes and providing support for developing new programmes.
4. Manage the timetabling of events to maximise productivity, drive quality and control spend. Ensure course bookings, enrolment and booking procedures are managed efficiently (in conjunction with Programme Directors and Head of Strategic Partnerships and Engagement to effectively cost the delivery of programmes delivered by the Institute).
5. Management of administrative processes in relation to programmes delivered by the Institute in relation to QGIS, programme organisation and management, new programmes and changes to programmes and modules, examinations, QA preparations, VLE etc.
6. Assist the Director of Executive Development and School Manager in managing the Institute's budget including monitoring income and expenditure in line with the University's Financial and Purchasing Procedures. Provide the School Manager with financial and analytical reports as a tool for forecasting and reviewing the financial health and operations of the Institute.
7. Collect, analyse and present reports, statistics and results to inform decision making within the School particularly with regard to planning, Programme Directors workload and utilisation rates etc. in order to provide appropriate reporting to the School Management Board.
8. Develop and continually assess service level specifications that will enhance the operation, management and development of the Institute's educational provision ensuring compliance with relevant contractual obligations and Service Level agreements.
9. Support and service School Committees, as required.
10. Assist in the management and implementation of developments or special projects arising from the School and executive education strategies.
11. Liaise with colleagues in the relevant Professional Support Directorates.
12. Undertake any other duties as may be reasonably required to support the Director of Executive Education and School Manager within the general ambit of the post.

### Planning and Organising:

1. Plan and organise activities with an appreciation of longer term issues. Ensuring plans complement and feed into broader plans within the School.
2. Plan and organise support for the day-to-day delivery of accredited executive education programmes.
3. Prepare planning statistics to inform School plans.
4. Work on own initiative, prioritising workload responsibilities to meet the overall objectives of the School.

**Resource Management Responsibilities:**

1. Contribute to resource and budget planning within the Institute to ensure that finances are appropriately and efficiently managed. Assists the School manager on the Institute budget to ensure the School operates in line with procedures, providing reports for reviewing the financial health and operations of the Institute.
2. Manage the clerical team within the Institute including line management of staff and review of performance
3. Attend appropriate meetings to ensure that department work issues are represented and reported.

**Internal and External Relationships:**

1. Liaise daily with the School Manager, Academic Director, Director of Executive Development, Head of Strategic Partnerships and engagement, Programme Directors and the wider Institute team to ensure the smooth running of all aspects of the Executive Education portfolio.
2. The post holder will engage with Institute clients on a daily basis. Engage with other areas of the University to develop new/improved processes and systems.
3. Interact internally and externally to generate ideas and co-ordinate policy/practice developments.

**ESSENTIAL CRITERIA:**

1. A primary degree.
2. A minimum of three years' recent relevant experience in an office environment of administration and management including:
  - Experience of planning and progressing work activities within organisational plans and policies;
  - Experience of line managing teams;
  - Experience of monitoring and reporting on finances;
  - Experience of working in a customer oriented environment;
  - Ability to produce and analyse information to inform complex management decisions;
  - Committee Servicing.
3. Project management across a broad range of activities.
4. Proven analytical and organisational capability across a range of managerial functions.
5. Ability to be innovative, manage, facilitate and implement change.
6. Strong influencing, negotiating and facilitating skills.
7. Ability to analyse complex problems and provide sound advice and guidance.
8. Excellent IT skills with a good working knowledge of MS Office packages.
9. Highly developed oral and written communication skills.
10. Strong presentational skills.
11. Strong interpersonal skills, with the ability to lead others.
12. Ability to produce accurate work, under pressure and within agreed deadlines.
13. Evidence of ability to exercise initiative and work independently.
14. Flexibility and willingness to work irregular hours.
15. Ability to maintain strict confidentiality.

**DESIRABLE CRITERIA:**

1. A relevant postgraduate qualification.
2. A relevant Professional qualification and/or membership of a Professional body.
3. Experience working in the Higher Education sector.
4. Experience of using software for analytical and planning purposes.