

Candidate Information

Position:	Operations Administrator
School/Department:	School Office (AEL)
Reference:	19/108017
Closing Date:	Thursday 13 February 2020
Salary:	£33,797 to £40,322 per annum.
Anticipated Interview Date:	Tuesday 25 February 2020

JOB PURPOSE:

Reporting to the School Manager, the Operations Administrator plays a key role in supporting the development and delivery of an efficient, effective and integrated administrative provision across the School. In particular, the post holder will assist the School Manager in the development and maintenance of effective administrative processes around finance, estates and research across the School. The Operations Administrator will manage the clerical staff within the Operations Team and provide guidance and support to all staff around School-based procedures.

MAJOR DUTIES:

1. Provide high quality administrative support to the School Manager particularly in the areas of finance and estates. This includes ensuring consistency and uniformity of practice and procedure throughout the School.
2. Reporting to the School Manager, responsible for the management of the School's teaching assistance budget. This includes adherence to University policies on the engagement of non-staff workers, including engagement under Tier 4 visa requirements, and the monitoring and management of expenditure through the Non-Staff Payment (NSP) system. This also includes liaison with the non-staff workforce regarding recruitment, engagement, payment, and training and resource needs.
3. Support the Director of Research in the development of School strategies in relation to REF preparations, research income, outputs and impact, and provide administrative support for implementation of such strategies.
4. Reporting to the Director of Research and the School Manager, responsible for monitoring financial transactions through the School research budget.
5. Preparing and reconciling regular statements of expenditure in teaching assistance and research budgets for senior management, comparing actual expenditure against budget, forecasting expenditure and providing variance analysis for the School Finance Committee.
6. Support the School Manager in the role of Tier 4 Champion for the School, ensuring adherence to Tier 4 visa regulations in the engagement of student workers and the monitoring of student attendance, adapting University policy to School requirements, training and guiding support and academic staff in engaging and monitoring Tier 4 students.
7. Provide direct line management to the School's Operation Team, ensuring staff are supported and developed to maximum potential. This includes setting objectives, monitoring progress, managing performance, leading the PDR process, and proactively managing any staffing issues.
8. Develop and manage systems for the identification of needs relating to the School's accommodation, equipment and IT.
9. Support and service School committees as required.
10. Undertake any other duties as may be reasonably required to support the 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 operational plans within the School.
2. Plan and organise support for the day-to-day delivery of operational administration.
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. Oversee resources and contribute into the resource planning process to ensure that finances are appropriately and efficiently managed. Assist the School Manager on the budget, ensuring the School operates in line with procedures, and providing reports for reviewing the financial health and operations of the School.
2. Manage the School's clerical staff within the Operations Team including line management of staff and review of performance etc.
3. Attend meetings to ensure that department work issues are appropriately represented and reported.

Internal and External Relationships:

1. Liaise regularly with the School Manager, relevant School Directors, subject leads, academic staff and the wider teams within the School office to ensure the smooth running of all aspects of the School operations.
2. Assist the Education Administrator, Postgraduate Administrator and the Technical Manager as required.
3. Liaise effectively with colleagues in the Faculty office in relation to intra- and inter-Faculty activities and initiatives, providing support as necessary.
4. Engage with other areas of the University to develop new/improved processes and systems.
5. Liaise effectively with non-staff workers, students, industry professionals and external stakeholders.
6. Liaise regularly with colleagues in Directorates, in particular Academic and Student Affairs, MRCI, Finance, People and Culture and Estates.
7. Interact internally and externally to generate ideas and to coordinate policy/practice developments.

ESSENTIAL CRITERIA:

1. A primary degree or evidence of substantial management or administrative experience.
2. A minimum of three years' relevant experience at a senior level working in an office environment of administration and management in a large public or private sector organisation, including:
 - evidence of managing substantial budgets and responsibility for financial planning.
 - planning and progressing work activities within organisational plans and policies.
 - providing advice to a number of demanding stakeholders.
 - project management across a broad range of activities.
 - committee servicing.
3. Ability to produce and analyse information to inform complex management decisions, solve problems and provide sound advice and guidance.
4. Significant supervisory or line management experience.
5. Ability to produce accurate work, under pressure and within agreed deadlines.
6. Excellent IT skills with a good working knowledge of MS Office packages.
7. Excellent oral, written and interpersonal skills in order to establish effective working relationships with a wide range of students, colleagues, and internal and external stakeholders.
8. Strong presentational skills with the ability to communicate effectively through presentations to staff and student groups as required.
9. Evidence of ability to exercise initiative and work independently.
10. Adaptable, flexible and with the ability to deal positively with a changing environment.
11. Strong commitment to the post.
12. Flexibility and willingness to work irregular hours on an occasional basis.
13. Ability to maintain strict confidentiality.

DESIRABLE CRITERIA:

1. Demonstrable knowledge of relevant procedures and regulations in the Higher Education sector.
2. Experience of working with large integrated financial information systems such as Queen's Financial Information System (QFIS).