

Candidate Information

Position: InterSim Operations Co-ordinator
School/Department: Faculty Office MHLS
Reference: 24/111845
Closing Date: Monday 20 May 2024
Salary: £32,024 - £36,744 per annum.
Anticipated Interview Date: Tuesday 4 June 2024

JOB PURPOSE:

To co-ordinate operations within the KN Cheung SK Chin InterSim Centre, provide administrative support to the Director of the Centre, and oversee daily activity in line with Centre objectives and goals.

MAJOR DUTIES:

1. Co-ordinate all daily activity in the InterSim Centre at operational level, while taking responsibility for overseeing the non-academic planning and smooth running of the educational activity.
2. Manage a robust and fair process, agreed with the Centre Director, for Centre timetabling, and act as the first point of contact for Centre bookings.
3. Liaise with key stakeholders to ensure their needs are understood and incorporated into the regular planning cycle for the Centre, and plan and organise Centre events as required.
4. Maintain operational practices, policies and procedures within the Centre, and develop new ones as required.
5. To be the lead administrative point of contact for the Centre, answering/overseeing all relevant correspondence and enquiries throughout the year, and managing stakeholder relationships to ensure that students, staff, partners and stakeholders receive the highest levels of customer service.
6. Plan and coordinate senior management meetings including preparing agenda and report materials, and senior managers' correspondence. Attend meetings as requested and take and process minutes and other paperwork as appropriate.
7. To allocate and monitor work of staff in the Centre to ensure efficient and effective support, supervising and training staff as required.
8. To provide reports of Centre activity, including regular financial updates, to the Director and Faculty as directed, to inform strategic planning and facilitate optimum use of the Centre and its resources.
9. Working with the InterSim Director and Faculty Dean of Education, to drive forward, develop and grow the business of the Centre, including reporting on all matters relating to the InterSim Centre provision. This will include working with colleagues to identify business development opportunities, as well as reporting on operational matters relating to InterSim activity.
10. Responsibility for all financial administration within the Centre, including processing purchase orders, invoices, staff expenses and internal transfers, in addition to monitoring finances through the University's financial information system (QFIS).
11. Working with the InterSim Director, Faculty Dean and Development and Alumni Relations, to establish and manage appropriate mechanisms for engaging Queen's alumni to nurture existing relationships with Centre donors, and grow and promote opportunities for future donations.
12. To manage, in liaison University Comms personnel, the InterSim online presence, and act as CMS author for the InterSim webpage/website, editing and improving as required and directed by the Centre Director.
13. To manage social media content for the Centre, and ensure it is effectively promoted through University social media channels by liaising with appropriate University Comms personnel.
14. Carry out any other duties which are appropriate to the post as may be reasonably requested by your line manager.

ESSENTIAL CRITERIA:

1. * Degree or, as alternative, three years' relevant experience.

2. * Two years' work experience relevant to the duties of the post to include the administrative, financial and operational duties outlined.
3. Well-developed organisational abilities e.g. ability to devise, implement, maintain and initiate changes to administrative procedures, keep accurate records.
4. * Experience of writing business reports and developing visually engaging presentations to effectively communicate insights based on synthesis and analysis of recorded operational data.
5. IT literacy and experience of electronic communications, databases, spreadsheets, and Microsoft Office packages including SharePoint, Word, PowerPoint and Excel.
6. Ability to manage web content and social media accounts.
7. Excellent oral and written communication and negotiation skills, with the ability to build effective working relationships with others.
8. Ability to work as part of a team and independently, with a high level of self-motivation, whilst also supporting staff in the Centre and other relevant stakeholders.
9. Excellent organisational and time management skills.
10. Flexible, willing to adapt to new tasks and duties with ability to work irregular hours on an occasional basis as required.

DESIRABLE CRITERIA:

1. * Experience working in a clinical education centre.
2. * Event management experience.
3. * Experience dealing with a broad range of external stakeholders.
4. * Experience of using a CRM system.
5. * Experience of managing social media accounts.