Candidate Information

Position: Faculty Operations Coordinator
School/Department: Faculty Office MHLS
Reference: 24/111975
Closing Date: Monday 1 July 2024
Salary: £32,024 - £36,744 per annum.
Anticipated Interview Date: Thursday 18 July 2024
Duration: Permanent

JOB PURPOSE:

The Faculty Operations Coordinator will work in close liaison with the Faculty Manager and other colleagues in Schools and Directorates to play a key role in the delivery of a diverse range of projects and activities. The post holder will facilitate the smooth operation of the Faculty Office by coordinating the efficient execution of key projects, events, initiatives and administrative tasks, ensuring alignment with the Faculty's strategic objectives and enabling the Faculty to meet its objectives as outlined in Strategy 2030.

MAJOR DUTIES:

1. Oversee the delivery of a range of key projects, events and initiatives ensuring alignment with the Faculty's strategic objectives and enabling the Faculty to meet its objectives as outlined in Strategy 2030. This will include end-to-end oversight of (i) governance and partnership; (ii) financial and non-financial monitoring, evaluation and closure of delivery phase; (iii) risk, change and budget management. Design and implement comprehensive and effective project plans to ensure that project team members at all levels are familiar with the aims and objectives of the project and assess project impact.

2. Lead digital transformation initiatives within the within the Faculty Office, driving innovation and efficiency through the adoption of new technologies and processes. Asses existing systems and collaborate with cross-functional teams to identify opportunities for automation, streamlining workflows and enhancing productivity. Stay abreast of emerging trends and best practices in digital administrative operations and champion a culture of continuous improvement, facilitating training and communication to support successful adoption of new digital tools and practices.

3. Oversee the administration and maintenance of the Faculty Office SharePoint site, including user access, permissions, and content organisation. Coordinate with users to gather requirements and implement customisations. Develop and ensure best practices for document management, version control and information architecture. Provide training and support to users, troubleshooting and optimising workflows. Remain up to date with SharePoint updates and technologies to continually enhance site functionality and user experience.

4. Collaborate with Faculty and Schools to identify and report on risks; recording and reporting within current University systems. Monitor the status of risks recorded in the risk register, and generate periodic reports summarising the risk landscape, trends and mitigation progress to inform reports submitted to the University-level Risk Management Committee.

5. Oversee the management of HR systems including the absence reporting database for the Faculty Office and manipulate the information, often of a highly confidential nature, to support a variety of information needs, for example, updating online records and the use of QUB Establishment and QOL.

6. Coordinate the operational aspects necessary to ensure the smooth and safe running of the Faculty Office, including Health, Safety and Wellbeing aspects, ensuring that all obligations are adhered to, and appropriate reports are submitted in line with University requirements.

7. Conduct comprehensive research and analysis by gathering material and background information from both internal and external sources and using this data to produce reports, management information and analyses to support decision- making processes within the Faculty. Collaborate closely with the Faculty Manager to ensure that all findings are effectively integrated into Faculty plans, reports, documents, and communications.

8. Oversight of the administration and governance of a range of meetings with senior colleagues from Schools and Directorates to ensure that the Faculty's governance structure is operating effectively, including maintenance of Terms of Reference, reporting structures, administration of meetings, preparation of documents, preparation and circulation of agenda papers, organisation and communication, effective minute-taking and reporting.

9. Deal with and resolve issues independently, using specialist knowledge and independent judgements to make decisions where solutions are not obvious. Provide advice, briefings and support to staff at all levels within the Faculty ensuring at all times that responses are compliant with Faculty and University policies and procedures, and with relevant legislation.

10. Develop and implement branded templates and collateral materials for specific purpose reporting and governance within the Faculty, ensuring consistency in messaging and adherence to brand guidelines. Conduct quality assurance checks on all relevant materials, maintaining high standards of accuracy and professionalism. Collaborate with stakeholders to understand their needs and requirements. Proactively identify and address any issues or inconsistencies, escalating them to the Faculty Manager for resolution as needed. Continuously monitor and refine templates and collateral to reflect evolving branding standards and messaging priorities.

11. Create, develop and implement templates and collateral material for specific purpose reporting and governance, ensuring that all material developed for use and attributed to the Faculty is suitably quality assured, escalating any issues for resolution to the Faculty Manager.

12. Support and provide guidance to other junior clerical support colleagues within the Faculty Office and work collaboratively with the Faculty Manager to ensure the objectives of the team are delivered.

13. Carry out any other duties which are appropriate to the post as may be reasonably requested.

ESSENTIAL CRITERIA:

1. EITHER: Academic and/or vocational qualifications i.e. NVQ Level 3, A levels in relevant subject (or equivalent) Plus:
    At least 4 years' recent relevant administration experience to include:
    • Evidence of organisational and time management skills with experience of successfully coordinating activities and events throughout the entire life cycle, from pre- to post-event.
    • Experience of supporting delivery of a diverse range of projects.
    • Experience of using a range of electronic systems and software for the purpose of creating and maintaining records. OR:

2. Significant (5 years plus) recent relevant administration experience to include:
    • Evidence of organisational and time management skills with experience of successfully coordinating activities and events throughout the entire life cycle, from pre- to post-event.
    • Experience of supporting delivery of a diverse range of projects.
    • Experience of using a range of electronic systems and software for the purpose of creating and maintaining records.

3. IT literacy and up to date knowledge of relevant computer packages and information systems, to include experience of managing structure, content and access within a SharePoint site.

4. Experience of using automation or reporting software tools, such as Power Automate or PowerBI.

5. Experience of financial processing and purchasing.

6. Proven ability to manage a varied workload as well as a number of projects/initiatives simultaneously and to balance competing deadlines and demands.

7. A proactive, highly motivated and innovative thinker with ability to problem solve and adapt to new tasks and duties.

8. Excellent oral and written communication and interpersonal skills in order to establish effective working relationships.

9. Demonstrated ability to work both independently and as part of a team.

10. Ability to maintain strict confidentiality.

DESIRABLE CRITERIA:

1. Experience of servicing meetings, to include minute-taking and drafting of minutes and reports.

2. Experience of creative publication development and reporting.

3. Experience of desktop publishing software, such as Adobe InDesign or Canva.

4. Familiarity with Queen's University Belfast's systems and processes e.g. QOL, Qfis.

ADDITIONAL INFORMATION:

Informal enquiries can be directed to Donna Rogers - d.rogers@qub.ac.uk