1 Advertisement

**Post Title:** Senior Operations Officer  
**School/department:** School of Global Studies  
**Hours:** Full time hours (36.5)  
Requests for flexible working options will be considered (subject to business need).  
**Contract:** fixed term for 1 year  
**Reference:** 5169  
**Salary:** starting at £30,046 to £33,797 per annum, pro rata if part time.  
**Placed on:** 18 January 2021  
**Closing date:** 01 February 2021  
Applications must be received by midnight of the closing date.  
**Expected Interview date:** early March 2021  
**Expected start date:** 22 March 2021  

This vacancy is only open to those currently employed by the University.

The School of Global Studies is seeking to appoint maternity cover for the role of Senior Operations Officer. Following a re-shaping of the professional services team, the role is to work closely with the school leadership team to implement the operations strand of the school strategy and to manage a team of school professional services staff.

This post is to provide professional support for the operational activity in the school including H&S, Finance, HR and estates working with business partners in central services. Candidates should have experience in these areas of HE administration.

Please contact Pippa Robinson, pjr26@sussex.ac.uk for informal enquiries.

For full details and how to apply see our [vacancies page](http://www.sussex.ac.uk/schoolsandservices/schools/)

*The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.*
2. **The School / Division**

Please find further information regarding the school/division at: http://www.sussex.ac.uk/global/internal/

3. **Job Description**

Job Description for the post of: Senior Operations Officer

**School: Global Studies**

**Location:** Arts C

**Grade:** 6

**Responsible to:** Head of Professional Service

**Responsible for:** School research support staff grade 3,4,5 – PS team of less than 5.

**Purpose of the post:**

To work closely with the school leadership team to implement the operations strand of the school strategy and to manage the school professional services operations staff. This post is to provide professional support for the operational activity in the school including H&S, Finance, staffing and estates working with business partners in central services.

1. **Support for School Management**
   1.1 To assist the Head of School and PS lead in managing the implementation of University policies and regulations at School level.
   1.2 To manage staffing systems and processes across the School in liaison with Human Resources including monitoring sickness absence, referrals to Occupational Health, risk assessments (maternity etc), administration of recruitment.
   1.3 To manage in the induction of new academic staff, advising and guiding in relation to the relevant administrative requirements and procedures
   1.4 To manage the servicing of school committees and organising School-level meetings, delegating as appropriate
   1.5 To assist the PS Lead and Head of School with updating the School risk register as required.
   1.6 To manage support for the School Heads and Directors
   1.7 Managing school compliance with regards to external regulations, for example UK Visas and Immigration (UKVI), General Data Protection Regulation (GDPR)
   1.8 To be the schools 'Information Asset Owner' taking overall responsibility for the Information Asset register
   1.9 To be the schools 'Designated Responsible Officer' taking overall responsibility for Right to Work checks

2 **Management of Staff**
   2.1 To manage a team of School Professional Services staff (including recruitment, induction, deployment, probation, appraisal, performance reviews, disciplinary and capability processes and staff development).
   2.2 To organise the provision of administrative support for members of faculty for specific projects.
   2.3 To ensure the effective operation of the school office
3 Management of Resources
3.1 To have an overview of School budgets where delegated by the Head of School or PS Lead for example non-pay spend.
3.2 To ensure School information is accurate and up-to-date for the RAM calculations, such as space and staffing data.
3.3 To support the Head of School with operational management of local financial procedures and school expenditure including control of the school purchase card and school policies on spend.
3.4 To manage the organisation of office systems and equipment including administration of local office IT systems and allocation of hardware.
3.5 To ensure that procurement procedures are complied with in the School.
3.6 To organise minor works and alterations, in liaison with estates & facilities colleagues where applicable.
3.7 To support the communication and implementation of School building projects at a local level.
3.8 To be responsible for all office provision and to manage the allocation of space in the School making decisions in consultation with HoS and PS lead.

4 Health & Safety
4.1 To be the School Health & Safety Coordinator, including ensuring inspections and risk assessments are undertaken, and fire wardens are appointed in line with university guidance.
4.2 To assist in the review of local Health & Safety procedures and guidance.
4.3 To act as liaison point with the Health, Safety & Wellbeing Office.
4.4 Management of and secretary to the School Health & Safety Committee.
4.5 To be the School ‘Fleet Manager’ with regard to the Driving at Work Policy.

5 Information and Communication, Marketing and Student Recruitment
5.1 To manage the gathering and dissemination of relevant information within the School, including to ensure consistency of School information in liaison with the Communications Division.
5.2 To be the key contact in the School for communications, public relations and alumni issues.
5.3 To ensure the School’s online presence is effective, up-to-date, and in line with the university’s communications strategy.
5.4 To liaise with the Office of Governance on the provision of information required for Freedom of Information/ Data Protection requests and on copyright matters.
5.5 To manage School support for the marketing, recruitment and admissions processes in liaison with Student Recruitment Services/ External relations.
5.6 To co-ordinate the School elements of the UG and PG Prospectuses.
5.7 To manage the administration and implementation of school events, including induction and careers days.

6 Other
6.1 To liaise with other University units as required and to participate in relevant Working Groups.
6.2 Maintain effective working relationships with all relevant staff within the School and across the University, specifically the cluster business partners
6.3 To support the PS Lead with specific projects.

This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.
## Person Specification

### SKILLS / ABILITIES

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<tr>
<th>Essential</th>
<th>Desirable</th>
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<tr>
<td><strong>Excellent</strong> written, oral, telephone and face to face communication skills</td>
<td>x</td>
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<td>The ability to prioritise work to meet deadlines in a very busy work environment</td>
<td>x</td>
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<td>Proven experience of word processing, using databases, spreadsheets, web updating and Microsoft packages</td>
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<td>High degree of accuracy and attention to detail</td>
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<td>Ability to write and explain procedures in a clear and concise manner</td>
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<td>Ability to work independently and to use initiative to identify problems and seek solutions</td>
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<td>The ability to deal politely and professionally with a very diverse range of people</td>
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<td>Ability to act with authority, and successfully influence in negotiations with senior colleagues</td>
<td>x</td>
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<td>Analytical and numerical skills including finance and budget management</td>
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### KNOWLEDGE

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<td>Using a web based managed learning environment (canvas)</td>
<td>X</td>
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<td>Using a course management database</td>
<td>X</td>
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<td>Knowledge of university structures and processes</td>
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### EXPERIENCE

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<tr>
<td>Managing or supervising staff including motivating a team</td>
<td>x</td>
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<tr>
<td>Experience of organising administrative support including developing and implementing administrative systems</td>
<td>x</td>
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<td>Managing administrative systems in higher education including compliance and governance systems.</td>
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<td>Experience of managing projects</td>
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<td>Experience of handling confidential information in a safe, legal and compliant manner</td>
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<td>Experience of organising events such as conferences, workshops and committee meetings.</td>
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<td>Experience of marketing and publicity including design and/or social media</td>
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### QUALIFICATIONS

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<tr>
<td>Educated to degree level or equivalent</td>
<td>X</td>
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