

## 1 Advertisement

**Post Title:** Operations Officer

**School/department:** University of Sussex Business School, Professional Services

**Hours:** Full time hours considered up to a maximum of 1.0 FTE. Requests for flexible working options will be considered (subject to business need). 36.5

**Contract:** Permanent

**Reference:** 9095

**Salary:** starting at £27,131 to £31,411 per annum, pro rata if part time

**Placed on:** 19 July 2022

**Closing date:** 08 August 2022 Applications must be received by midnight of the closing date.

**Expected Interview date:** 18 August 2022

**Expected start date:** ASAP

The Business School is seeking to appoint an Operations Officer to support and work closely with the Operations Manager, to assist with the smooth running of a wide range of operations across the Business School.

We are seeking an enthusiastic, well-organised administrator and problem solver who is a good team member and with proven multi-tasking and project management skills. The ability to take the lead on some projects and to work under pressure is essential. An understanding of the principles and processes of sound financial management is useful, as is the ability to communicate and influence others to the best course of action.

The Business School continues to advance and expand so we need to develop and maintain process and systems to anticipate and address issues that arise, efficiently and effectively.

Please contact Daniel Barrow ([D.M.Barrow@sussex.ac.uk](mailto:D.M.Barrow@sussex.ac.uk)) and on ext. 3601. for informal enquiries.

For full details and how to apply see our [vacancies page](#)

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

## 2. The School / Division

The University of Sussex Business School was formed in 2009 and comprises five departments: Management, Accounting & Finance, Strategy & Marketing, Economics, and SPRU (Science Policy Research Unit). With its home in the Jubilee Building, one of the newer academic buildings at the heart of the campus, the Business School is a vibrant, ambitious and dynamic School with a strong research focus.

The School's work draws on management, economics, science, technology and innovation studies, to make an impact on the future of people and institutions the world over. The School draws on many of the University's intellectual traditions, including a critical perspective on contemporary business, political, economic and social issues and a belief that major societal challenges need expertise across many academic disciplines.

Please find further information regarding the school/division at <https://www.sussex.ac.uk/business-school/>

## 3. Job Description

**Job Description for the post of:** Operations Officer

**Department:** Professional Services

**Section/Unit/School:** University of Sussex Business School

**Location:** Jubilee Building, Falmer, Sussex

**Grade:** Grade 5

**Responsible to:** Operations Manager

**Direct Reports:** N/A

**Key Contacts:** Operations Manager, Senior Education and Operations Manager, Deputy Senior Education and Operations Manager, Senior Reception Coordinator, Executive Assistant to the Dean, SEF Facilities Manager.

### Role Description

A highly organised, pro-active, and adaptable individual to provide comprehensive range of support towards ensuring the efficient running of the Business School in all its operations.

Working closely with the Operations Manager across a wide range of operational areas, towards maintaining the smooth-running of the School. Areas include the Jubilee Building and School spaces in other buildings, working and liaising with Sussex Estates Facilities (SEF) colleagues on issues and projects. Also, maintaining the School's licences and software contracts and commitments, financial coordination, data protection activities and compliance, complaints, health and safety issues, and many other miscellaneous services such.

Will be able to work independently, be confident and enjoy working with people, have excellent communication and interpersonal skills and be highly organised. You will need experience of juggling and managing differing priorities and pressures, be able to build effective working relations with a range of people across the School and University, and maintain and expand your knowledge of a wide range of areas.

#### **4. Person Specification**

##### **PRINCIPAL ACCOUNTABILITIES**

- Provide information, advice and guidance on the range of services and activities around Business School operations and compliance
- Assess queries and potential issues, advising on solutions and linking with relevant operational teams
- Develop and maintain effective relationships to engender confidence and trust in the advice provided.

##### **KEY RESPONSIBILITIES**

- Confidently advising colleagues, line managers and staff members, using appropriate methods of communication tailored to the audience answering straightforward questions or researching regulations, policies, and procedures to answer more complex questions, or redirecting as appropriate, sometimes in situations where feelings may be running high.
- Developing and maintaining productive and collaborative relationships with managers, colleagues, students and other service areas, demonstrating professional credibility
- Develop and maintain an in-depth understanding of the areas of operations and the work of relevant external agencies, service providers, key stakeholders and training providers
- Researching particular areas of enquiry to ensure appropriate advice is given
- Keeping up to date information regarding developments in practices and legislation within relevant areas and sharing knowledge within the team
- Supporting senior colleagues where appropriate in educating and developing the knowledge and understanding of users about the services provided to promote self-service and self-reliance
- Where required, deliver coaching and training to develop capabilities in line with required improvements
- Producing high quality, up to date accurate information on relevant subject areas for publications and web pages
- Maintaining and updating information systems in line with the Data Protection Act, and ensuring accurate recording of query types and suggestions ideas for improvement
- Preparing ad hoc and regular management reports on the use of the service area to aid the improvement of processes and understanding of the services provided
- Provide advice on ongoing projects and how they might affect service users
- To carry out any other duties that are within the employee's skills and abilities whenever reasonably instructed.

## **Dimensions**

- This role does not have any direct budget responsibility.
- This role does not currently have any line management responsibility, but could in future if the team expands further.
- This role does not have any direct responsibilities for equipment or premises.
- The post holder reports to the Operations Manager, they are given clearly agreed responsibilities in specific areas. Their line manager would agree daily/weekly/monthly tasks and duties in order to achieve their agreed objectives and support the delivery of the University's goals. The post holder will be expected to work collaboratively across the University and with key stakeholders to deliver single team working that efficiently and effectively supports the achievement of those goals and objectives.
- Supports achievement of the School's compliance with all applicable statutory and regulatory compliance obligations, including (but not limited to): UKVI, Health & Safety, the Prevent Duty, data protection, Competition and Markets Authority requirements and equal opportunities, as appropriate to the grade and role. Additionally, to promote good practice in relation to University policy, procedure and guidance in relation to those compliance matters in respect of students, staff and other relevant parties.

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 level of responsibility entailed.

## **ESSENTIAL CRITERIA**

1. Good secondary education (see role-specific criteria below).
2. Effective planning and organisational skills to organise own workload and priorities.
3. Well-developed interpersonal skills with the ability to quickly build rapport and interact effectively with others, including senior staff.
4. Effective oral and written communications skills to work with colleagues and customers providing information and responding to questions and queries.
5. Ability to work flexibly within a small team and on own initiative.
6. Competent IT skills to effectively manage own workload, including MS Suite and with the ability to learn new systems.

## **ESSENTIAL ROLE-SPECIFIC CRITERIA**

1. Analytical and numerical ability.
2. Accuracy and attention to detail.
3. Ability to develop and maintain excellent organisational systems.

4. A proactive approach to problem solving.
5. Knowledge of project management principles including understanding budgets.
6. Experience of accessing, producing and analysing financial reports.

#### **DESIRABLE CRITERIA**

1. Two years' experience in a similar role.
2. Two years' experience working in a university or similar environment