



## 1 Advertisement

**Post Title: Operations Officer**

**School/department:** Student Experiential Services, Division for the Student Experience

**Hours:** Full time or part time hours considered up to a maximum 36.5 hours per week.

Requests for flexible working options will be considered (subject to business need).

**Location:** Brighton, United Kingdom

**Contract:** permanent

**Reference:** 9933

**Salary:** starting at £31,411 to £35,333 per annum, pro rata if part time

**Placed on:** 06 February 2023

**Closing date:** 27 February 2023. Applications must be received by midnight of this date.

**Expected interview date:** As soon as possible

**Expected start date:** As soon as possible

We are seeking an enthusiastic experienced operations officer to join our new administration team in Student Experiential Services. Managing a small team the post holder will be responsible for establishing new systems at the heart of the Division for the Student Experience while supporting the specialist Therapeutic Services department in their day to day operations. The Division is in a new exciting phase of development and this post will be instrumental in embedding our vision for centralized services to the students and staff at the University, with whom we work.

Please contact Sarah Lord Soares [S.Lord-Soares@sussex.ac.uk](mailto:S.Lord-Soares@sussex.ac.uk) 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.*

**Please note: The University requires that work undertaken for the University is performed from the UK.**

## 2. The School / Division

Please find further information regarding the school/division at <https://student.sussex.ac.uk/centre/>

## **JOB DESCRIPTION**

<b>Job Title:</b>	Operations Officer
<b>Grade:</b>	Grade 6
<b>School/Division:</b>	Division of Student Experience:
<b>Responsible to:</b>	Head of Student Experiential Services
<b>Direct reports:</b>	Administrative Officers (4), Administrative Assistants (3)

## **PRINCIPAL ACCOUNTABILITIES**

- 1. To manage the administration team for the SES (to include recruitment, induction, probation, appraisal, performance reviews, disciplinary and capability processes, and staff development).**
- 2. To oversee the maintenance, development and administration of processes, resources, and clerical support within Wellbeing, Therapeutic and Residential Life Services.**
- 3. To manage the logistical requirements of bank staff, trainee therapists and post-qualified therapists**

## **KEY RESPONSIBILITIES**

- 1. To manage the administration team for SES (to include recruitment, induction, probation, appraisal, performance reviews, disciplinary and capability processes, and staff development). Create robust efficient systems and review for continuous improvements.**
  - Create new admin processes, set up systems and ways of working with Service areas in the Division responding to their administrative needs.
  - Manage, supervise, and train the SES divisional administration team to ensure the smooth running of the service.
  - Ensure professional and efficient administration support is in place for the **Wellbeing, Therapeutic and Residential Life Services**
- 2. To oversee the day-to-day administration of processes and resources within Wellbeing, Therapeutic and Residential Life Services**
  - Ensure professional and efficient administration support is in place for practitioners working within **Wellbeing, Therapeutic and Residential Life Services**
  - Identify service requirements and develop administrative systems to support delivery

- Planning and allocation of rooms, rotas, and administrative duties to ensure the smooth running of all operational aspects of Therapeutic services
- To ensure the efficient administration of all finance requirements of **Wellbeing, Therapeutic and Residential Life Services**
- To liaise with the Office of Governance and Secretariat on the provision of information required for Freedom of Information/ Data Protection requests.
- Develop and manage regular service evaluations from students and staff to facilitate service improvements

### **3. To manage the logistical requirements of trainee and locum therapists**

- Plan and arrange mandatory training and professional supervision sessions required
- Ensure the required employment checks are undertaken prior to appointment of new bank or temporary staff and ensure records are maintained
- Monitor the service and the uptake in order to facilitate decisions regarding the necessity to recruit further locum therapists.

### **Operational Lead**

- Develop and analyse regular evaluations of Service areas to facilitate improvements.
- Ensure that the website and other social media presence are well presented, accessible and up to date and be pro-active in adapting said platforms to ensure usefulness and relevance.
- To participate and take responsibility for updating and refining processes to meet the changing needs of the service.

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.

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## **PERSON SPECIFICATION**

### **ESSENTIAL ROLE-SPECIFIC CRITERIA**

1. High level communication skills: the ability to manage complex situations and support and guide others in a respectful and empowering way.
2. Strong evidence of people management skills and problem solving.
3. Ability to manage information in different ways including data and record management.
4. Ability to keep accurate records and to collect, present and interrogate data.

5. Knowledge of issues relating to confidentiality and a good understanding of the management of confidential material and information with regard to data protection legislation.
6. Experience of playing a key role in organising, developing, and maintaining systems to deliver and record information and resources.
7. Experience of keeping accurate financial records for the production of payments and invoices.
8. Experience of designing evaluation and reporting methodologies
9. Methodical approach, close attention to detail.
10. Tact and calm in dealing with people under pressure.
11. Supportive and flexible team player.
12. A good understanding and experience of using IT systems and data bases and training others in their use.
13. Ability to efficiently prioritise, use good judgement, and work effectively under pressure.

### **DESIRABLE CRITERIA**

1. Wide level of knowledge around a range of IT systems and University wide systems
2. Experience of working in either a clinical or therapeutic setting