



1 Advertisement

Post Title: Operations Officer**School/department:** Brighton and Sussex Medical School**Hours:** full time or part time hours considered up to a maximum of 1.0 FTERequests for flexible working options will be considered (subject to business need).

Minimum FTE 0.6 three days a week.

Location: Brighton, United Kingdom**Contract:** permanent**Reference:** 10173**Salary:** starting at £27,131 to £31,411 per annum, pro rata if part time**Placed on:** 19 January 2023**Closing date:** 07 February 2023. Applications must be received by midnight of the closing date.**Expected interview date:** To be confirmed.**Expected start date:** As soon as possible.

Brighton and Sussex Medical School (BSMS) welcomes applications for the post of Operations Officer to support and work closely with the Operations Manager, to assist with the smooth running of a range of operations across the Medical School and Trust partner locations including building inspections, staff recruitment, freedom of information requests, updating of records.

We are seeking an enthusiastic, well organized administrator and problem solver who is a good team member with proven multi-tasking and project management skills. The ability to take the lead on some projects and to work under pressure is essential. The post holder will adapt quickly, communicate and work with stakeholders from concept to delivery across a wide range of operational areas.

As BSMS continues to expand, the post holder will support the Operations Manager to maintain processes and systems, as well as develop new and improved working practices across the school.

Please contact Lucinda Eggleton l.eggleton@bsms.ac.uk or call 07715764141 for informal enquiries.

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

www.brighton.ac.uk/jobs

www.bsms.ac.uk

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 www.bsms.ac.uk

Role Profile

Job Title:	Operations Officer
Grade:	G5
School/Division:	BSMS
Location:	UoS, UoB campuses and partner NHS trust sites.
Responsible to:	Operations Manager
Direct reports:	NA
Key contacts:	Operations Manager, Medical School Secretary, Senior Departmental Administrators, Technology Enhanced Learning Team, SEF Facilities & Health and Safety Teams, IT Services.

Role description:

A highly organised, pro-active and adaptable individual to provide comprehensive support towards ensuring the smooth running of the Medical School across its various locations in and around East Sussex.

Working with the Operations Manager and wider team to provide up to date and accurate information, advice and guidance to students, managers and staff at all levels on a specified range of services, procedures or policies.

Operational areas include H&S, HR, Estates, IT, Comms, Compliance & Finance.

To liaise between service users and operational teams in relation to queries and requests.

PRINCIPAL ACCOUNTABILITIES

- Provide information, advice and guidance on the range of services and activities within the specified area
- Assess queries and potential issues, advising on solutions and linking with relevant operational teams. Using knowledge and experience to solve standard problems directly where possible.
- Develop and maintain effective relationships to engender confidence and trust in the advice provided.

KEY RESPONSIBILITIES

- Confidently advising students, 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.
- Role model good behaviours and knowledge to other team members and stakeholders.
- Developing and maintaining productive and collaborative relationships with students, managers, colleagues, and other service areas demonstrating professional credibility.
- Develop and maintain an in-depth understanding of the area within which the role operates and the work of relevant external agencies, service providers, employers 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.
- Providing support and guidance for the service area administration team.
- 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 budget responsibility.
- This role does not have any line management responsibility but could do in the future if the team expands.
- 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 may 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.
- Support achievement of the Division's/Unit's/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 responsibilities of the post that may vary from time to time without changing the general character of the post or level of responsibility entailed.

PERSON SPECIFICATION

ESSENTIAL CRITERIA

1. Good secondary education (see role-specific criteria below).
2. Effective planning and organisational skills.
3. Well-developed interpersonal skills with the ability to quickly build rapport
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. Ability to assess problems effectively and suggest solutions for minor impact decisions autonomously.
7. Competent IT skills to effectively manager own workload – MS Suite and with the ability to learn new systems.

ESSENTIAL ROLE-SPECIFIC CRITERIA

1. Good working knowledge of area of expertise
2. Analytical and numerical ability
3. Ability to develop and maintain excellent organisational systems.
4. A proactive approach to problem solving.

DESIRABLE CRITERIA

1. Relevant experience in a similar role.
2. Relevant experience working in a university or similar environment.
3. Knowledge of project management principles including understanding budgets.
4. Experience of accessing, producing and analysing financial reports.