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 (1FTE).
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: 28 October 2022
Closing date: 24 November 2022. Applications must be received by midnight of the closing date.
Expected Interview date: Week beginning 28 November 2022
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 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/](https://student.sussex.ac.uk/centre/)

3. **Job Description**

Job Description for the post of: Operations Officer

**Department:** Student Experiential Services

**Section/Unit/School:** Division for the Student Experience

**Location:** Student Centre and Therapeutic Services

**Grade:** 6

**Responsible to:** Sarah Lord Soares

**Responsible for:** Admin Officers and Admin Assistants

**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).
   - Management of administrative team function to include welcome cover, opening hours and distribution of work.
   - Manage, supervise and train the administration team to ensure the smooth running, relevance and accessibility of the service.
   - Ensure the required employment checks are undertaken prior to appointment of new staff and ensure records are maintained.
   - Ensure professional and efficient administration support is in place for the **Wellbeing, Therapeutic and Residential Life Services**
   - Participate in recruitment and training of new staff.
2. To oversee the maintenance, development and administration of processes, resources and clerical support 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 invoicing and payment 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.
- To manage the organisation of office systems and equipment, including the administration of local office IT systems and allocation of hardware.
- Undertake role of Health & Safety Co-ordinator for the Wellbeing, Therapeutic and Residential Life Services, ensuring inspections and risk assessments are undertaken.
- Undertake role Fire Warden for the Wellbeing, Therapeutic and Residential Life Services
- To liaise with other University units as required and to contribute to relevant Working Groups.
- To ensure that procurement procedures are adhered to across Wellbeing, Therapeutic and Residential Life Services
- To maintain up to date knowledge of relevant legislation, policies, regulations and practice relevant to the post at the direction of the Head of Student Experiential Services.
- Develop and manage regular service evaluations from students and staff in order to facilitate service improvements

3. To manage the logistical requirements of bank staff, trainee therapists and post-qualified 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
- Ensure all staff comply to mandatory qualification and professional membership requirements and maintain accurate and up to date records.
- Monitor the service and the uptake in order to facilitate decisions regarding the necessity to recruit further temporary staff or volunteers

Operational Lead
- Develop and analyse regular evaluations of Service areas to facilitate improvements.
- Oversee the production of promotional materials for the **Wellbeing, Therapeutic and Residential Life Services**
- 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 defining processes to meet the changing needs of the service, and to circulate process notes.

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.

**INDICATIVE PERFORMANCE CRITERIA**

- Effective and timely therapy resulting in quality provision of one to one and group activity
- University Colleagues and students have a clear understanding of provision and access appropriately providing positive feedback
- Service development that reflects the clear needs of the client groups and is responsive to changing needs of students and the sector
- Collaborative and joined up working which enhances efficiency and contributes to the lowering of risk

**4.  Person Specification**

**ESSENTIAL ROLE-SPECIFIC CRITERIA**

1. Experience of working in either a clinical or therapeutic setting
2. *Sensitivity to the circumstances of students, including cultural awareness and an understanding of the lives of different groups of students.*
3. High level communications skills; the ability to manage complex situations and support and guide others in a respectful and empowering way.
4. Strong evidence of people management skills and problem solving.
5. Ability to manage information in different ways: record management, ability to identify and locate relevant sources of information, ability to develop pathways of communication.
6. Ability to keep accurate records and to collect, present and interrogate data.
7. Knowledge of issues relating to confidentiality and a good understanding of the management of confidential material and information with regard to data protection legislation.
8. Experience of playing a key role in the design, development and maintenance of systems to deliver and record information and resources.
9. Experience of keeping accurate financial records for the production of payments and invoices.
10. Experience of designing evaluation and reporting mechanisms.
11. Methodical approach, close attention to detail.
12. Tact and calm in dealing with people under pressure.
13. Supportive and flexible team player.
14. A good understanding and experience of using IT systems and significant experience of using Titanium and the ability to train colleagues how to use it.
15. Ability to efficiently prioritise, using good judgement, and multi-task under pressure.
16. DBS check will be carried out for this post.

DESIRABLE CRITERIA

1. Wide level of knowledge around a range of IT systems and University wide systems.