1 Advertisement

Post Title: Assistant Operations Manager  
School/department: School of Mathematical and Physical Sciences  
Hours: Full time - requests for flexible working options will be considered (subject to business need).  
This is a full-time role with core hours 9am – 5pm to coincide with School Office hours of work  
Contract: Permanent  
Reference: 9938  
Salary: starting at £31,411 to £35,333 per annum, pro rata if part time  
Placed on: 26 October 2022  
Closing date: 17 November 2022. Applications must be received by midnight of the closing date.  
Expected Interview date: TBC  
Expected start date: TBC

Are you experienced and dynamic administrator looking for your next challenge?

An exciting opportunity has arisen for a proactive professional to join the dynamic and friendly MPS administrative team.

In partnership with an already established Assistant Operations Manager, you will provide expert operational leadership for the school office team and lead on a wide variety of operational workstreams.

You will work closely with the Senior Management Team, Head of Professional Services and Science cluster senior managers to drive forward the schools’ operational strategies.

The ability to communicate effectively, both orally and in writing, is essential as you will liaise with colleagues across all divisions of the university to support key processes in the remit of school operations including enquiries, governance, compliance, finance, HR, building management, H&S, internal/external communications & events.

You will demonstrate the knowledge, skills and experience needed to successfully lead and motivate a team. You will have experience of managing complex projects and be able to demonstrate creativity, enthusiasm, and excellent organisational skills.
This is a great opportunity to work in a developing role working closely with school colleagues and across the Science cluster. Please contact Gemma Harman G.Harman@Sussex.ac.uk for informal enquiries.

The University is committed to equality and valuing diversity, and applications are particularly welcomed from women and black and minority ethnic candidates, who are under-represented in academic posts in Science, Technology, Engineering, Medicine, and Mathematics (STEMM) at Sussex.

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 http://www.sussex.ac.uk/mps/

3. Job Description

Job Title: Assistant Operations Manager
Grade: Grade 6
School/Division: MPS
Location: Pevensey II
Responsible to: School Administrator/ Head of Professional Service
Direct reports: Small team of Coordinators, Senior Coordinators and Administrative Assistants.
Key contacts: School staff and University Professional Services teams

Role description: To work closely with the school leadership team to implement the school strategy. Lead the development of PS systems, policies and processes that support implementation and to manage a small team of school professional services staff.
PRINCIPAL ACCOUNTABILITIES

1. Manage, promote, and maintain high quality, Professional Services, engendering a culture of continuous improvement.
2. Lead the operational outputs of a small team of individuals.
3. Ensure compliance with all relevant legislation and University policies, interpreting the same and advising on their practical application.
4. Work in partnership with other key stakeholders to ensure seamless service.

KEY RESPONSIBILITIES

1. Team leadership
   1.1 Lead a small team to support the achievement of targets and objectives
   1.2 Allocate available resources to achieve targets and objectives including supporting the selection, induction, performance management and development of team members
   1.3 Ensure team understanding and application of operational standards are embedded in the methods of working
   1.4 Support the development of others, providing training and coaching in area of expertise
   1.5 Foster an ethos of continuous improvement

2. Service Delivery
   2.1 Working within university policy and procedure, undertake day-to-day local team leadership of operational matters in the process and/or procedure in the area of expertise. Plan and implement activities of the team to ensure the achievement of team targets and objectives.
   2.2 Ensure effective systems and procedures are in place to support the achievement of key performance targets in area of responsibility.
   2.3 Support the implementation of improvements to systems and procedures in area of responsibility to ensure effective administration within area of responsibility.
   2.4 Maintain appropriate records and documentation commensurate with policy and procedure.
   2.5 Provide reports internally and externally as appropriate. To undertake analysis, interpretation, and presentation of standard data to inform decisions related to subject area.
   2.6 Identify critical issues when resolving problems and use university policy and procedure to support the application of appropriate resolutions.

3. Policy and Procedure
   3.1 Work within policy and procedure, providing advice to enquiries on the application of policy/procedure as required.
   3.2 Contribute to policy decisions and improvement in area of expertise.

4. Customers and Stakeholders
   4.1 Proactively work with internal and external stakeholders, colleagues, or students to ensure the effective service delivery, providing data and information to inform decisions as necessary, showing appropriate sensitivity when needed.
5. **Role specific responsibilities**

5.1 Contribution to the school strategy including leading the delivery and development of policies and processes to support its implementation.

5.2 Administrative support for school operations including finance, HR, estates, governance, and H&S.

5.3 Development and delivery of professional support for school compliance processes.

5.4 Develop communications to support internal systems and processes and external engagement

5.5 Engage with relevant meetings internally and externally to identify future opportunities for engagement and collaboration specifically including cross school working.

5.6 Professional development and training through attendance at events and development of professional networks.

To carry out any other duties that are within the employee's skills and abilities whenever reasonably instructed.

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**

- The post holder will manage their own work and achieve their agreed objectives. In doing this they ultimately support the achievement of the strategic and operational goals of the University, Professional Services & their School(s). 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 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.

- Balance effectiveness and cost-efficiency in the management of the budgets you are accountable for, demonstrating compliance with Value for Money and Return on Investment principles to support the University’s strategic aim to achieve a world-class standard of teaching and research by managing our resources effectively and efficiently.

**PERSON SPECIFICATION**

**ESSENTIAL CRITERIA**

1. Normally educated to degree level, or other equivalent qualification, or relevant level of experience, as appropriate to the discipline (see role-specific criteria below).]
2. A practical knowledge and understanding of specialist area.

3. Demonstrable effective team management skills

4. Good oral and written communication skills with the ability to present information in a way that can be understood the audience.

5. Planning and organisational skills with the ability to delegate to team members where appropriate.

6. Well-developed interpersonal skills with the ability to influence team members, effectively contribute to team working to build and develop working relationships.

7. Analytical skills with the ability to generate effective solutions and make effective decisions

8. Commitment to customer excellence

9. Effective IT Skills on MS platform

**ESSENTIAL ROLE-SPECIFIC CRITERIA**

1. Experience of effective working within a complex and challenging organisation
2. Experience in dealing with users with differing requirements and issues
3. Experience of committee servicing and minute taking at large and complex meetings.
4. Experience of event management, marketing and/or recruitment.
5. Experience of managing internal & external communications.

**DESIRABLE CRITERIA**

- Knowledge of the Higher Education sector relevant to the role including regulation and/or compliance.
- Knowledge of the university admissions processes.
- Experience of interpreting, and working within the context of, national policy.
- Experience of working with student record systems
- Previous experience of report writing.
- Previous experience of budget/bursary management.
- Knowledge of project management techniques