



Job Description

- Post title: Schools Operations Administrator
- School or department: Academic Registry
- Line Manager: Schools Operations Manager
- Grade: 5

Job purpose

The Schools Operations Administrator is responsible for overseeing the delivery of high quality provision of professional administrative and management support for their designated Schools. The postholder reports directly to the Schools Operations Manager, but works closely with Subject/Programme Leaders on a daily basis on all aspects of managing their programmes. In order to fulfill these functions, the postholder is required to establish, develop and maintain strong working relationships with academics and professional services staff. The Schools Operations Administrator plays a pivotal role within the Academic Registry team, working alongside the Schools Operations Manager to ensure services are effective and efficient and compliant with University policies and regulations.

Main duties and responsibilities

Service Delivery and Communication

- Under the direction of the Schools Operations Manager, supervise and oversee the Schools Operations Team in their daily operational activities, planning, organisation and specific short term projects such as conferences and events; in support of the university Conferencing and Events team.
- To be responsible for identifying changing needs of the Schools Operational Administration, and adapting processes, where appropriate, to ensure that information to students and staff is relevant, accurate and timely.
- Work collaboratively with other Schools Operations Administrators to deliver a streamlined and efficient service across all Schools, raise and resolve issues and improve processes; consulting with, and seeking guidance from, the



Schools Operations Manager.

- To devise and deliver staff training for operational and administration processes
- Supporting Subject/Programme Leaders with their senior management responsibilities. This may include contributing to programme planning activities, researching and drafting reports, guidance on compliance with policies and regulations and executive support for strategic projects.
- To take on project work as a key member of a project team crossing academic and professional services teams, managing work streams and competing demands on time.
- Presents project progress, representing the work of the project team as required to senior audiences
- To ensure actions agreed by the team are recorded and actioned between meetings, referring difficulties to the project lead as appropriate.
- Coordinate effective internal and, where appropriate, external communication to ensure workflows are synchronised and team participants are appropriately informed.
- To design and maintain secure and effective mechanisms for information sharing and retrieval by project teams that are consistent between projects
- To prepare and respond to correspondence, reports, minutes and other Subject documents and to send out promotional material when necessary.
- To contribute to organisation developments and/or process changes, applying professional knowledge of working in Higher Education administration.
- To construct and maintain the Subject annual calendars to ensure that operational planning is effective and deadlines are met for key activities such as examination periods, annual monitoring, board meetings, academic quality processes, staff/student communication, document and promotional material circulation, performances, external shows and student trips.
- Lead regular Subject Administration Meetings to ensure workloads are coordinated, and information is disseminated both internally within the team, and where appropriate, to other colleagues in the University.
- Liaise with current and new collaborative partners, particularly those outside of the UK, maintaining robust governance and communications for such partnerships.



Analysis, Reporting and Documentation

- Identify innovative solutions to resolve problems arising for students and administrative issues, and disseminate ideas and information accordingly, through appropriate networks and user groups.
- Coordinate the Schools assessment board annual programme and associated processes, including support for External Examiners and other external partners.
- To support the School Operations Manager in the management of the external examining system, including correspondence with external examiners and ensuring effective oversight of the right to work documentation.
- Coordinate meetings paperwork to support the School Quality Management Committees, Assessment Boards and Schools research activity
- To undertake Subject related coursework administration including supporting Course Leaders with Student Handbooks, ensuring that they meet the BSU requirements for content and timely circulation to students.
- To oversee and ensure that course information and notices are delivered effectively to students on the BSU Virtual Learning Environment (Ultra) within the Subject.
- Input and maintain accurate student records appropriate to the courses and other records as necessary in line with data protection requirements.

Finance/ Resource Management

- Devising systems for and ensuring the monitoring and recording of financial activities, and reporting on financials vs budget, this usually applies to but is not limited to, the monitoring of Associate Lecturer contracts and expenses in relation to student 'Contributions to Materials and Study Visits'.
- Identifying the correct supplier payment method, to comply with HMRC regulations where required, raising purchase orders and administering goods receipt and sundry charges.
- Assisting the Schools Operation Manager with the delivery of the administrative function for the School, including recruitment, induction, probation, managing performance and conducting annual Staff Development Reviews.
- Responsible for the collation and monitoring of all requests for Associate Lecturer, Specialist Visiting Lecturer and Casual contracts. Ensuring all contracts are raised following correct procedures and in a timely manner by the Schools Administrators.
- To carry out such other duties as are required and as are commensurate with the grade of the post.
- The Schools Operations Administrator will take responsibility for managing and monitoring project spend, alerting budget owners of emerging issues in a timely fashion and providing regular review of financial position.
- To support the Schools Operation Manager in the development and implementation of strategies and procedures for the management of programmes finances, staff and space resources.

Other duties

- To represent the Schools Operations Manager at committees and working parties internally and externally.
- Undertake specific ad-hoc research for Head of School and line manager, including preparation of papers, presentations and briefings.
- To undertake, from time to time, other related duties as required by the line manager.

Person specification

Qualifications and experience

Essential

To deliver first class customer service; putting students and the business needs of the university at the heart of their work.

- Educated to NVQ Level 4 or equivalent
- Proven experience in an office environment
- Proven experience of providing professional support to senior staff
- Proven experience of establishing and maintaining effective systems and procedures
- Proven experience of managing a cohesive and effective team
- Experience of managing digital databases and online media
- A working knowledge of administration within the HE sector

Desirable

- Recent experience working in a similar environment
- Experience of working in Higher Education sector
- Experience of developing and enhancing organisational processes

Skills and Knowledge

Essential

- Excellent and effective communication, liaison and negotiation skills with a wide range of people including staff, students, members of the public and external clients
- Ability to organise own and other's activities and work planning to meet objectives
- Ability to use discretion in handling confidential information and competing priorities
- Ability to analyse problems and use initiative in recommending appropriate solutions
- Excellent customer service skills that prioritise the business needs of the

university and the student experience.

- Excellent interpersonal, communication and networking skills

Desirable

- Proofreading and editorial skills
- Adobe programmes such as Photoshop, etc

Personal Qualities

Essential

- Excellent interpersonal, communication and networking skills
- Highly motivated and enjoys challenges and variety Capacity to manage competing priorities in a busy environment
- Ability to work effectively within a team and to provide clear direction to the team
- Energy, enthusiasm and a positive approach and engagement
- A collaborative and collegial approach to work

Special Conditions

- Please note that, from time to time, some evening and weekend working may be required for this role. The arrangement of working hours will be agreed in advance with the line manager.
- Inter site working may be required from time to time.
- The above list is not exclusive or exhaustive and the post holder will be required to undertake such duties as may reasonably be expected within the scope and grading of the post. It may be the department's practice to periodically review job descriptions and to update them to ensure that they accurately reflect the job required to be performed.