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| **Job Title** | Operations Officer (Part-Time) |
| **School / Service** | Student Services |
| **Grade**  | Starting from £33,661 pro rata per annum inclusive of London Weighting |
| **Location**  | Docklands |
| **Liaison with** | Staff and students across UEL and external organisations/agencies as appropriate*.* |
| **Contract type** | Fixed Term |

Build your career, follow your passion, be inspired by our environment of success **#BeTheChange**

**THE UNIVERSITY OF EAST LONDON**

If you are seeking a career that combines innovative education with a passion for crafting positive change, look no further than the University of East London. Founded in 1898 to meet the skills needs of the 2nd industrial revolution, we’re now in Year 5 of our ground-breaking 10-year Vision 2028 strategic plan, orchestrated by our Vice-Chancellor and President, Professor Amanda Broderick.

Our goal is to advance industry 5.0 careers-first education and provide a clear path to the jobs and opportunities of the future. We are committed to driving diversity in the 5.0 talent pipeline, working in partnership to promote talent wherever it is found and creating a sustainable, inclusive, and green future.

But we can't achieve this goal alone. We need forward-thinking, innovative, and curious individuals like you to join our community and help us shape the future. As part of our team, you'll have the opportunity to work with a diverse range of people who share your passion for generating positive change. We’re an inclusive and welcoming community that is constantly moving forward, never satisfied with the status quo.

If you're ready to join a team that values your outstanding skills and perspectives and is dedicated to making a difference, we invite you to explore a career with us. We are excited to welcome versatile individuals who are committed to advancing their careers while making a positive impact on the world.

**JOB PURPOSE:**

A member of an Operations Team to provide effective, efficient support to the Operations Manager for Student Services Directorate. You will support the Service in its delivery of all stated objectives and functions, delivering first class logistical and customer service support, to assist the teams in achieving their objectives and provide an efficient service to staff, students, visitors, and suppliers, as well as supporting the administrative service requirements.

You will have a strong sense of professionalism, excellent interpersonal skills, and the ability to deal with staff and students in a confidential, sensitive, professional manner. You will also have a high level of demonstrable organisational and planning skills. The willingness to be adaptable/flexible will be an essential part of this role to provide a wide variety of operational support where appropriate and according to the requirements of the team.

**MAIN DUTIES AND RESPONSIBILITIES:**

* Establish and support with all the operational needs of Student Services team members, including the continuous improvement of established administrative systems and processes currently in place.
* To act as executive assistant to members of the Senior Management Team
* Support a wide range of financial administration policies and processes within the directorate. Liaise with internal and external providers using your own initiative to deal with invoicing, payments, and other financial transactions.
* Develop and maintain processes and systems; maintain records for departmental expenditure, IT, marketing materials, logistics and consumables.
* Under the guidance of Operation Manager, to provide the timely production of monthly reports using Agresso Financial Information System to review income and expenditure for top level managers. This will also include assessing operational needs of each team and analysing and reviewing expenditure and continued ways of cost saving to deliver value for money.
* Undertake requirements of a Servicing Officer for top level meetings including project board, working group and team meetings, taking minutes, cascade relevant papers and briefings and to provide all-operational support as deemed appropriate and in accordance with agreements in place as to the respective teams’ requirements.
* Pro-actively develop, co-ordinate, participate and provide effective operational support in all planned internal & external events, campaigns, workshops and project work and other Service areas of responsibility.
* Manage and maintain Student Services mailbox and provide high quality administration support. Assessing urgency and promptly responding to requests, processing enquiries, tasks, and referring to specialist support as appropriate.
* Provide a professional and welcoming first point of contact for visitors and in response to email and phone enquirers and proactively contact people across and outside of the organisation, at all levels, to progress work.
* Manage and maintain files using SharePoint / Teams complying with the Data Protection Act and ensuring confidentiality.
* Providing executive cover for the Operations Manager during absence.
* Any other duties commensurate with the role and grade and which contribute to and enhance the image and efficiency of the service including researching and collating data.
* Work in accordance with UEL policies, including our Equality and Diversity policy.
* The above list of tasks is not exhaustive and working as part of Student Services, the post-holder will be expected to work flexibly and co-operatively with other members of the service providing cover and assistance when necessary.

**KNOWLEDGE SKILLS AND EXPERIENCE:
Essential criteria:**

* Evidence of organisational skills and ability to meet deadlines & deal with wide range of tasks and responsibilities.
* Excellent working knowledge of the Microsoft Office packages including sharepoint & teams
* Experience of working with finance system (Agresso)
* Good knowledge and experience of administration to include diary management, servicing meetings, projects and events planning & participation

**COMPTENCIES REQUIRED:**

**Essential Criteria:**

* Ability to manage own workload and work flexibly and cooperatively as part of a team so that the objectives and service levels are met.
* Ability to take the initiative in resolving day-to-day issues such as resource allocation and understanding when an issue needs to be escalated.

**EDUCATION QUALIFICATIONS AND ACHIEVEMENTS:**

**Essential criteria**

* A-levels or equivalent qualification/work experience

UEL is an inclusive equal opportunities employer and are proud of our Equality, Diversity and Inclusivity achievements. We expect all employees of UEL to accept our EDI policy and will not tolerate discrimination in any form. As an employee of UEL, we expect you to follow all relevant Health & Safety policies.

We're a disability confident employer and value all applications. Please let us know if you require any reasonable accommodations throughout the recruitment process.

So, if you’d like to take your career to the next level with us here at the University of East London and are passionate about our environment and commit to success, we want you to apply today!