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# Job description and person specification

Operations, Engagement and Administration Officer

# Job description

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| **Job title** |  Operations, Engagement and Administration Officer |
| **College/Service** | Digital and Technology |
| **Department/Team** | Business Operations  |
| **Accountable to** | Operations Manager |
| **Contract** | Permanent |
| **Term** | 35 hours per week, 52 weeks per year |
| **Grade** | Grade 3 |
| **Salary** | £32,624 – £39,342 per annum |
| **Location** | UAL - High Holborn, London UK |
| **HERA Reference** | 002180 |

### Purpose of the role

Sitting at the heart of our busy Business Operations Team, you will work closely alongside Digital & Technology colleagues and especially the Digital & Technology Senior Leadership Team (D&T SLT) as well as giving you exposure to wider University stakeholders and colleagues at all levels.The post includes an engaging mixture of responsibilities, ranging from supporting the day-to-day operational and administrative running of Digital & Technology covering vital administration for our SLT through to taking a leading role on internal engagement work as diverse as communications and events through to staff development and delivering on our social purpose objectives.

The postholder will be responsible for managing the diaries and schedules of senior managers, overseeing the end-to-end delivery of vital processes from meeting administration to supporting recruitment and onboarding, through to writing internal communications and newsletters, organising all-staff events, and supporting on the delivery of our comprehensive staff development offering.

This is a highly visible role, delivering predominantly onsite, front-line support to the D&T SLT and wider department.

**Key duties and responsibilities**

* Deliver executive support across the D&T SLT and other colleagues such as providing diary management, room and desk bookings, set-up for in person/hybrid meetings, organising travel and accommodation, reconciling expenses and credit card submissions, supporting HR tasks including overtime submissions, and other general administration support.
* Maintain a regular and easily visible presence onsite to advise colleagues, acting as a primary point of contact for incoming enquiries through management of the departmental inbox, responding to all queries in a timely manner and resolving or escalating enquiries as appropriate.
* Be responsible for defined initiatives or delegated project work and provide organisational and administrative support including those as part of our health and safety, social purpose, and wider anti-racism duties and other duties as they arise.
* Overseeing and maintaining the device and equipment assets register, ensuring adequate stocks of items are maintained at all times, including allocating devices to new starters and ensure laptops are reimaged before being passed to another member of the team.
* Liaise with relevant teams to purchase additional laptops, office equipment, stationery, and other items as needed, ensuring that stocks of key items are well maintained and accessible and value for money is always sought.
* Complete finance processes, including raising requisitions, good receipting, and new supplier requests in ABW.
* Regularly check the set-up and condition of space and equipment onsite, raising tickets with relevant teams and chasing delivery, aiding the Operations Manager in Health and Safety compliance, and supporting in the clearing and resetting of space as needed.
* To ensure that D&T spaces remain accurate on the Matrix desk and room booking system as required, including any changes to layout or functionality of desks and spaces, ensuring good space utilisation.
* Signpost colleagues across D&T on staff recruitment and onboarding processes, as well as providing direct support to D&T SLT on recruitment and onboarding through coordinating interview dates and room bookings, supporting recruitment and onboarding processes for new starters, delivering inductions and reporting.
* Undertake research and data analysis to produce recommendations, reports and briefing notes as required.
* Support in the recording, collation and reporting of data requests for the department, including Freedom of Information, Subject Access Requests, associated data governance requests and any other requests.
* Generate regular and engaging communications and events including a regular newsletter, designing and creating appropriate materials, and facilitating all staff briefings, away days and events, including venue and equipment hire, invites and catering.
* Support in ensuring that D&T’s SharePoint and Teams sites are engaging and kept up to date, including through maintaining the departmental organisation chart, managing distribution lists and all content to provide a good user experience that is appropriate for users.
* Undertake cross-departmental engagement and consultation work, including creating and monitoring online forms, running small focus groups, and conducting interviews as needed.
* Working with the Operations Manager and wider Business Operations team to deliver staff development and training activities within D&T such as liaising with internal and external training providers, manage, promote and co-ordinate all training courses, ensuring they run effectively, efficiently and to capacity, and tracking take-up and completion rates

### Key working relationships

* Operations Manager
* Head of Business Operations
* Chief Digital officer
* All other members of Digital & Technology SLT
* All colleagues across Digital & Technology
* Digital & Technology Communications Executive
* Directors/ Associate Directors and other senior staff across the University
* Estates, Facilities, and Health & Safety teams
* Counterparts across University Services and the colleges
* Colleagues from support UAL teams, including across Finance, Estates, HR, Legal and other teams as required

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### General duties

These duties below are in addition to the duties and responsibilities listed above:

* Perform duties and tasks consistent within the scope and grade of your role as reasonably may be expected and assigned to you from anywhere within the university.
* Undertake health and safety duties and responsibilities appropriate to the role.
* Work in accordance with the University’s [Staff Charter](https://www.arts.ac.uk/about-ual/equality-and-diversity/charter-marks-and-memberships) and Dignity at Work Policy and anti-racism plans, promoting equality diversity and inclusion in your work.
* Undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University’s Planning and Review Conversations (PRC) scheme and staff development opportunities.
* Make full use of all information and communication technologies to meet the requirements of the role and to promote organisational effectiveness.
* Conduct all financial matters associated with the role in accordance with the University’s policies and procedures, as laid down in the Financial Regulations.
* Contribute to the University’s [Climate Action Plan](https://www.arts.ac.uk/about-ual/climate-action-plan) and [Social Purpose Strategy](https://www.arts.ac.uk/__data/assets/pdf_file/0024/411486/social-purpose-implementation-plan.pdf) which sets out our principles, commitments and goals towards climate justice and our socio-environmental purpose.

# Person specification

### Experience, knowledge and qualifications

* Experience in minute taking and handling confidential matters in a professional, timely and discreet manner as required.
* Well versed with various systems and programs such as Microsoft Office (Word, Excel, PowerPoint, SharePoint, Outlook, Teams).
* *Desirable - experience of setting up equipment for in person and hybrid meetings, events and training courses, alongside preparing training briefing, and communication materials, quick reference guides, video clips and other media as needed.*
* *Desirable - experience in using Adobe Suite (Photoshop, Illustrator, Premier Pro and InDesign) and Finance Information Systems (ABW).*

### Communication Skills

* Undertakes basic desk-based research and distils complex information across multiple sources (qualitative and quantitative data) for sharing with a diverse audience into easily understandable formats in an inclusive and accessible way both orally or in writing/visual media
* Engaging staff to suit business needs such as through in-person engagements, written communications, running small focus groups, and conducting interviews as required.

### Research, learning and Teaching or Professional practice

* Assists with and leads on the delivery of training, briefings, inductions and data insights to support understanding, learning and engagement both in person and virtually, varying tone, message and communication style to suit the relevant audience

### Planning and managing resources

* Strong organisational and administrative abilities in a busy, office-based environment, being able to easily switch between operational and project-focused work as part of a wider team, planning and executing business projects and initiatives whilst maintaining high levels of administrative support

### Teamwork

* Works collaboratively in a matrix-structured team and with different professional groups, ensuring the principles of equality, diversity and inclusion are upheld.
* Ability to develop strong internal networks both within the department and across the wider University, actively seeking to build productive and enduring relationships between teams to strengthen working relationships and foster collaboration, influence events or decisions

### Student experience of customer service

* Provides a positive and responsive student or customer service to the entire department both onsite and virtually, with heightened support for key individuals

### Creativity, innovation and problem-solving

* Using initiative to creatively solve problems, engaging in critical thinking and innovation to review processes and ways of working within the team, suggesting potential solutions to enable continuous improvement.