

Operations Coordinator (Internal Only)



OPPORTUNITY

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Reference: 0534-24

Grade: 6

Salary: £26,643 to £28,879, per annum, depending on experience

Contract Type: Permanent

Basis: Full Time

Job description

Job Purpose:

The Operations Coordinator provides proactive administrative and operational support to stakeholders within the Schools and/or Research Institutes of the College of Engineering and Physical Sciences (EPS). Reporting to the Operations Manager, this role serves as a central contact for academic and research staff, ensuring the smooth operation of administrative functions across the College.

Main duties and responsibilities

- ▶ Act as the primary point of contact for administrative support and guidance for academic and research staff.
- ▶ Provide support to Heads of Departments and/or Directors of Research Institutes, and, where appropriate, the Management Team.
- ▶ Maintain confidentiality of sensitive information accessed through the role.
- ▶ Service department/institute and management meetings, including preparing agendas, booking rooms, and taking action notes.
- ▶ Liaise with Estates for general requests, repairs, and facilities management.
- ▶ Collaborate with the Operations Manager to address Estates issues and identify potential hazards.
- ▶ Support refurbishment requests and maintain department/institute facilities, including multi-functional devices.
- ▶ Regularly review and manage stationary stock levels for the College and place orders as needed.
- ▶ Support the distribution of post within the College.
- ▶ Assist in the administration and organisation of events such as seminars, workshops, conferences, away days and special student events.
- ▶ Manage room bookings for meetings and events.
- ▶ Ensure adherence to the University's Staff Travel procedure and support with travel bookings via the approved travel management company.
- ▶ Assist with facilities for staff and research students including office allocation, furniture arrangements, and issuing office keys.
- ▶ Maintain up-to-date department/research institute email distribution lists.
- ▶ Manage staff updates on the intranet and Microsoft Teams sites, liaising with the relevant team to keep web pages accurate and current.
- ▶ Assist with special projects, such as day trips and student activities, including advising on event planning and risk assessments.
- ▶ Provide advice on staff and student expense claims.
- ▶ Offer Health and Safety support to the College, ensuring compliance with University policies.
- ▶ Assist with the recruitment of new staff, including organising interview logistics.
- ▶ Provide advice, guidance, and support for appointing casual workers and manage fee-based timesheets.
- ▶ Coordinate the purchase of IT equipment and business cards for research students in line with College policy.
- ▶ Support the onboarding and offboarding process for new staff and PGR students, including providing guidance on fire evacuation procedures, first aid, and out-of-hours working.

- ▶ Assist with facilities for visiting researchers and students, coordinating short-term visitor arrangements.
- ▶ Work with the University's Compliance staff to ensure that UKVI conditions are met for external speakers and visitors.
- ▶ Work flexibly and considerately as part of the College Operations Team, providing cover to the immediate team and the wider Professional Services Team at times of high workload or absence.
- ▶ Help deliver services in alignment with the College's strategic aims and Service Level Agreements.
- ▶ Undertake other duties and responsibilities commensurate with the grading of the post.

Additional responsibilities

- ▶ Engage in continuous personal and professional development in line with the demands of the role, including undertaking relevant training and development activities to develop themselves and support the development of others.
- ▶ Ensure and promote the personal health, safety and wellbeing of staff and students.
- ▶ Carry out duties in a way which promotes fairness in all matters and which engenders trust.
- ▶ Promote equality of opportunity and support diversity and inclusion as well as working to support the University's environmental sustainability agenda and practices.

Person specification

	Essential	Method of assessment
Education and qualifications	<ul style="list-style-type: none"> ▶ A-level. ▶ GCSE English and Maths or equivalent qualification. 	Application form
Experience	<ul style="list-style-type: none"> ▶ Substantial experience of working in an administrative role. ▶ Excellent customer service in an administrative setting. 	Application form and interview
Aptitude and skills	<ul style="list-style-type: none"> ▶ Excellent written/verbal communication, interpersonal and customer service skills with a wide variety of stakeholders. ▶ Ability to use own initiative and make sensible judgments. ▶ Excellent time management skills with the ability to manage a heavy workload at key periods throughout the year. ▶ Attention to detail. ▶ Good personal organisation and time management skills, with the ability to prioritise own work activities. ▶ Structured and proactive approach to work, comfortable multi-tasking and able to re-prioritise as required. ▶ Open to change, demonstrating a flexible and adaptable approach. 	Application form and interview

	Desirable	Method of assessment
Education and qualifications		Application form
Experience	<ul style="list-style-type: none"> ▶ Working knowledge of administration in a higher education setting. ▶ Experience of working with academic staff. ▶ Ability to persuade and influence adherence to policy/process. ▶ Knowledge of supporting Health and safety in the workplace. 	Application form and interview

University values

All staff are expected to demonstrate/promote the University's values and expectations, which are an integral part of our strategy and underpin the culture of the University. In addition, our leaders are expected to be accountable, help to execute strategic visions of the University and share and set clear expectations that inspire those around them.

Values + Behaviours

				
Innovation	Collaboration	Ambition	Inclusion	Integrity
We strive for excellence within ourselves and others, providing solutions to new and existing challenges.	We work best when we are collaborative, working together to contribute to the Aston community.	We strive together for improvement and innovation looking ahead to see the bigger picture.	We treat everyone in our community equally and how they would like to be treated.	We are open, honest and fair. We take ownership of the way we work and how we treat each other.

How to apply

You can apply for this role online via our website <https://www2.aston.ac.uk/staff-public/hr/jobs>.

Applications should be submitted by 23.59pm on the advertised closing date.
All applicants must complete an application form, along with your CV.

Any CV sent direct to the Recruitment Team and Recruiting Manager will not be accepted.

If you require a manual application form, then please contact the Recruitment Team via recruitment@aston.ac.uk.

Contact information

Enquiries about the vacancy:

Name: Ranjit Judge
Job Title: Operations Manager
Email: r.k.judge1@aston.ac.uk

Enquiries about the application process, shortlisting or interviews:

Recruitment Team via recruitment@aston.ac.uk or 0121 204 4500.

Additional information

Visit our website <https://www2.aston.ac.uk/staff-public/hr> for full details of our salary scales and benefits Aston University staff enjoy.

Salary scales: <https://www2.aston.ac.uk/staff-public/hr/payroll-and-pensions/salary-scales/index>

Benefits: [Benefits and Rewards | Aston University](#)

Working in Birmingham: <https://www2.aston.ac.uk/birmingham>

Employment of Ex-Offenders: Under the Rehabilitation of Offenders Act 1974, a person with a criminal record is not required to disclose any spent convictions unless the positions they applying for is listed an exception under the act.

Eligibility to work in the UK: You should ensure that you meet the eligibility requirements, including meeting the [English language standards](#). If you do not meet the eligibility criteria, any application for a work visa would be unsuccessful. Please see UKVI guidance for further information on eligibility, knowledge of English requirements and approved test centres <https://www.gov.uk/tier-2-general>

With the end of free movement for EU/EEA/Swiss nationals from 1 January 2021, the UK's new immigration system applies to all non-UK/Irish nationals who require a visa.

Where an individual is subject to UK immigration control, they will require a visa to work in the UK.

The following individuals do not need a visa for the UK, but do still have to prove their right to work before employment can commence:

- **British Citizens or Irish Nationals**
- **EU/EEA/Swiss nationals with Settled or Pre-settled status under the EU Settlement Scheme**
- **Non-EEA nationals with Indefinite Leave to Remain/Settlement in the UK**

The main routes available for those who need a visa to work in the UK are **Skilled Worker**, **Global Talent** and the **Graduate Route**.

You can find further information about each of these visa routes on our candidate immigration page.

If you will conduct research in your role, you may need to apply for and obtain ATAS clearance before Aston can issue a Certificate of Sponsorship for your visa application. Please see below for further details.

Academic Technology Approval Scheme (ATAS):

If you will conduct research in your role and you apply for a Skilled Worker or Temporary

Worker GAE visa, you may need to apply for and obtain ATAS clearance before Aston can issue a Certificate of Sponsorship for your visa application.

This process can take at least 6 weeks to process, and Aston will consider this when confirming your expected start date. Processing times will increase between April and September and can longer to complete.

There is no fast-track option available. ATAS certificates will be processed in order of receipt.

You can find more information about ATAS on our candidate immigration page.

Before you start and Right to Work

90-day entry vignette

If you have applied for your visa outside of the UK, you will receive a vignette in your passport which is usually valid for 90 days. Please make sure to travel to the UK within the 'valid from' and 'valid to' dates on this visa. If you entered the UK before or after these dates, you would not 'activate' the visa and you would need to leave and re-enter the country.

You will also receive a decision letter confirming details about your immigration permission and where to collect your Biometric Residence Permit.

Cost of Living - Estate and Letting Agents

There are numerous Estate and Letting Agents in and around Birmingham that can help you find suitable accommodation. The Midland Landlord Accreditation Scheme provides a list of professional agencies and landlords who have applied with them for accreditation. Whilst accreditation is not a guarantee of quality, it provides some reassurance about the standard of the service they provide.

You can also use property search websites such as Rightmove or Zoopla.

Equal Opportunities

Aston University promotes equality and diversity in all aspects of its work. We aim to ensure, through our admissions policies for students, and our staff recruitment and selection processes that we encourage applications from all groups represented in the wider community at a local, national and international level.

The University will endeavour not to discriminate unfairly or illegally, directly or indirectly, against student or potential students, staff or potential staff. This commitment applies to all functions of the University and to any stage of an individual's career.

An Equal Opportunities Monitoring Form is included within the application form. Data you provide on the Equal Opportunities Monitoring Form will be included in a general database, for statistical monitoring purposes, enabling the University to monitor the effectiveness of its

Policy, Codes of Practice and Guidelines on Equal Opportunities in Employment.
Individuals will not be identified by name.

Data Protection

Your personal data will be processed in compliance with the Data Protection Act 2018 and the General Data Protection Regulation ((EU) 2016/679) (“GDPR”). The University’s Data Protection Policy and Privacy Notices, including the Job Applicant Privacy Notice can be found at <https://www2.aston.ac.uk/data-protection>. Your application will only be used to inform the selection process, unless you are successful, in which case it will form the basis of your personal record with the University which will be stored in manual and/or electronic files. Information in statistical form on present and former employees is given to appropriate outside bodies.

Full details of our terms and conditions of service and associated policies and procedures are available online at <https://www2.aston.ac.uk/staff-public/hr/policies>

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