

# Operations Support Officer



**Reference: 0166-26**

**Grade: 6**

**Salary: £27,319 to £29,588, per annum, depending on experience**

**Contract Type: Permanent**

**Basis: Part- time (14.6 hours per week)**

# Job description

## Job Purpose:

The Operations support officers provide proactive administrative and operational support to stakeholders within the schools, departments, and/or Research Institutes of the University. Reporting to the School Operations Manager, this role serves as a central contact for academic and research staff, ensuring the smooth operation of administrative functions across the school.

The post helps deliver and promote Aston University's vision, values, and strategy within the Department and across the School and University.

## Main Duties/Responsibilities

- ▶ To be the first point of contact for internal and external enquiries, providing 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 School Management Team, including diary management and arranging meetings.
- ▶ Maintain confidentiality of sensitive information accessed through the role.
- ▶ Service department/institute and management meetings, including preparing agendas, booking rooms, and taking action notes.
- ▶ Work with the Operations Manager to help develop professional services' policies and procedures keeping the affected staff informed of appropriate procedures and University developments.
- ▶ 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 stationery stock levels for the School and place orders as needed.
- ▶ Be a contact point for student enquiries within the department, signposting to Academic Registry and Student Life support services and academics as appropriate.
- ▶ Support the distribution of post within the School.
- ▶ 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 noticeboards and 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.
- ▶ Provide Health and Safety support to the School, departments and Health and Safety Co-Ordinators, ensuring compliance with University policies, working with the relevant HSU Advisors and Business Partners.
- ▶ 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 new staff and research students in line with University and local policies, and the purchasing team.

- ▶ Support the onboarding and offboarding process for new staff, 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 wider School 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 School'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.
- ▶ 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
<b>Education and qualifications</b>	<p>Educated to A level or equivalent. English &amp; Mathematics GCSE minimum Grade C. Experience at a similar level and in a similar type of role.</p>	Application form and interview
<b>Experience</b>	<p>Experience of delivering excellent customer service through advice and guidance to diverse stakeholders, including supporting customers remotely and face to face.</p> <p>Previous experience in an office environment including project support, working with confidential information, and updating websites and databases.</p> <p>Experience of working in intercultural contexts. Develops lasting relationships with a wide range of stakeholders.</p> <p>Experience of working in a service-oriented, busy customer-facing Department.</p>	Application form and interview
<b>Aptitude and skills</b>	<p>Excellent IT skills: Microsoft Office Suite.</p> <p>Able to analyse problems and use judgment to propose good solutions.</p> <p>Ability to work under pressure to meet deadlines and achieve targets.</p> <p>Able to convey information in an understandable and engaging manner.</p> <p>Demonstrable ability for budgetary planning and monitoring.</p> <p>Ability to work as part of a team and to contribute to outstanding team performance.</p>	Application form and interview

Essential	Method of assessment
<p>To be flexible and adaptable to the changing needs of stakeholders and the immediate work environment.</p> <p>Having the confidence to negotiate timescales for service delivery whilst balancing the operational and strategic needs of the service.</p> <p>Knowledge of and sensitivity towards diversity issues.</p> <p>Demonstrates an interest in maintaining the currency of work relevant skills.</p> <p>Excellent organisational skills.</p> <p>Able to communicate with a wide range of stakeholders, including students, academics, and senior members of staff.</p> <p>Willingness to successfully undertake and maintain the currency of 'Right to Work' training.</p> <p>Willingness to successfully undertake and maintain the currency of training in Health and Safety including Fire Warden, Risk Assessment, Health and Safety at Work award, Workplace Inspection, Accident investigation, DSE Assessor, HSU Health and Safety Coordinator training, Workplace Inspection Training, Risk Assessment training, Fire Warden training, First Aid training, appropriate NEBOSH qualification, and Evacuation Chair training.</p> <p>Outstanding customer service skills – ability to manage a range of stakeholders.</p> <p>Meeting the needs of our stakeholders by keeping them informed, responding in a timely manner to enquiries and resolving any issues that arise.</p>	

	<b>Desirable</b>	<b>Method of assessment</b>
<b>Education and qualifications</b>	Qualification relating to any aspect of the role.	Application form
<b>Experience</b>	Experience using Agresso, online content management, Virtual Learning Environments.	Application form and interview
<b>Aptitude and Skills</b>	Flexible working to meet deadlines and assist with events outside normal working hours (with time off in lieu).	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

We strive for excellence within ourselves and others, providing solutions to new and existing challenges.



### Collaboration

We work best when we are collaborative, working together to contribute to the Aston community.



### Ambition

We strive together for improvement and innovation looking ahead to see the bigger picture.



### Inclusion

We treat everyone in our community equally and how they would like to be treated.



### Integrity

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 23.59 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](mailto:recruitment@aston.ac.uk).

## Contact information

### Enquiries about the vacancy:

Name: David Santoro

Job Title: School Operations Manager CSDT

Email: [d.santoro1@aston.ac.uk](mailto:d.santoro1@aston.ac.uk)

### Enquiries about the application process, shortlisting or interviews:

Recruitment Team via [recruitment@aston.ac.uk](mailto: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 are applying for is listed as an exception under the act.

**Eligibility to work in the UK:** 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**.

Please see UKVI guidance for further information on eligibility, knowledge of English requirements and approved test centres <https://www.gov.uk/skilled-worker-visa> You can also find further information on our candidate immigration [web 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 our candidate immigration [web page](#) for further details.

## **Before you start and Right to Work**

### Right to Work Check

All employees must complete a Right to Work check before they commence work at Aston. HR will contact you during the onboarding process to arrange your check.

### Cost of Living - Estate and Letting Agents

There are numerous Estate and Letting Agents that can help you find suitable accommodation. Useful websites for support and guidance

<https://www.gov.uk/government/publications/how-to-rent/how-to-rent-the-checklist-for-renting-in-england> and <https://www.citizensadvice.org.uk/housing/>

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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