

Faculty Operations Officer

ROLE OVERVIEW

Job Title: Faculty Operations Officer

Grade: EC5

Contact Hours: 22.5 hours per week
(over 3 days)

Contract: Maternity Cover

Activity: Regulated

Department: Humanities, Languages
and Social Sciences

Responsible to: Head of Faculty

KEY ROLE OBJECTIVES

The Faculty Operations Officer is the Faculty's leading support professional and works to support the Faculty Management Group. He/she will support the Head of Faculty in his/her varying duties to ensure that the Faculty completes all its educational, operational, business and financial operations.

KEY ROLES:

- To provide operational, business and administrative support to the Faculty under the direction of the Head of Faculty.
- To take an operational lead on all Financial Resources/Administration/Facility Management/Health & Safety/Data Protection operations for the Faculty.
- To promote the highest standards of business ethos within the administrative function of the Faculty and ensure the most effective use of resources in support of the Faculty's day to day operations.
- To ensure that all administrative tasks within the Faculty are carried out effectively and efficiently.
- To lead on customer service for the Faculty and be an ambassador for the Faculty across college.
- To provide a reception function for visitors/enquiries to the Faculty

Main Duties

The post holder will:

- To provide comprehensive and timely administrative and operations support to the Faculty. Including administrative and secretarial tasks as allocated by the Head of Faculty.
- To ensure the smooth day-to-day running of the Faculty.
- To work with the Head of Faculty and Faculty Management Group to generate and maintain information relating to students, staff and faculty resources using specialised databases and software in collaboration with cross college departments and personnel.
- To attend and minute Faculty Management Group and Faculty meetings as required by the Head of Faculty.
- Plan, organise and maintain documentation as required, including preparing emails, briefing documents and conducting accompanying research.

- Play an active and lead role in the continual development, promotion and maintenance of efficient and effective administrative systems, processes and procedures in the Faculty, including any portal or social media updates as directed
- Maintain comprehensive and effective electronic records as per GDPR and other statutory requirements;
- To input staff and course timetable information using UNIT-E on an annual basis and thereafter keep updated to reflect all on-going changes to ensure staff registers are accurate throughout the academic year.
- To liaise with the Head and Deputy Head of Faculty to ensure that room requirements, faculty communications and timetable changes are in place to facilitate teaching cover requirements for absent members of faculty staff.
- Provide support on HR processes, including recruitment processes in the Faculty, ensuring that accurate records of leave and sickness are maintained and to oversee the appropriate induction of any new Faculty staff.
- To take overall responsibility for the coordination of the Faculty budget(s); proactively supporting the Head of Faculty to
- Ensure that the budget(s) is well managed and spent in accordance with the financial regulations and that all end of year financial processes are fulfilled as required by the college.
- To be the responsible person for the Faculty for keeping and maintaining accurate records, including the ordering of materials, production of contracts, petty cash expenditure, student visits, and any other records of spend or budgetary requirements/evidence.
- To process Faculty income, purchase orders, budget transfers and resource charges according to defined College financial systems and regulations. To demonstrate an excellent understanding and working knowledge of the College's financial systems, e.g. FIS.
- To ensure that faculty inventories and maintenance contracts are properly maintained.
- To maintain computerised records in line with the College's MIS and Human Resources and GDPR requirements.
- To provide effective support and guidance to Associate Lecturers to ensure that pay claims are accurate and to process overtime/additional hours payments for full time and fractional staff, meeting payroll deadlines.
- To ensure that student and parent enquiries to the Faculty are responded to or relayed to relevant staff.
- To receive and direct visitors and deal with face-to-face, email, phone and postal enquiries and deal with Complaints as per the College's procedure.
- Liaise with staff, learners and external organisations on the Head of Faculty's behalf, developing and maintaining positive working relationships with contacts.
- To check and distribute internal and external mail received by the Faculty.
- To deal with and process room and facilities bookings from faculty staff and external clients and organisations, as required.

- To work collaboratively with faculty staff to ensure stock orders and stationery are maintained at appropriate levels and within budget.
- To attend and assist with the running of guidance evenings, open events and enrolment as requested by the Head of Faculty.
- To work with student recruitment colleagues to process, actively support and take responsibility for specific tasks to assist the Faculty's participation at Open Events, student interviews and enrolment.
- Act as a Faculty Health and Safety Coordinator, responsible for supporting and leading on administrative processes to support a healthy and safe working environment, including contributing to risk assessments, supporting and monitoring mandatory training attendance and liaison with the Estates team.
- To work with faculty and learner recruitment staff to manage, record and process mail shots and/or faculty newsletters.
- To regularly attend the College Administrator meetings and contribute effectively to the shared portal resources.
- To regularly update marketing material in collaboration with the Marketing Department and relevant faculty staff for use in promotional activities, e.g. course leaflets, prospectus updates etc.
- To ensure that administrative aspects of contracts and sponsorship arrangements with stakeholders are maintained and supported at all times.
- To keep the Marketing Department informed of sponsorship received for Faculty events or support given to external community initiatives.
- Manage specific projects on behalf of and under the general direction of the Head of Faculty as may be reasonably required, commensurate with the level of responsibility.

Mandatory Duties

1. Responsibility for safeguarding and promoting the welfare of children and vulnerable adults.
2. Responsibility for promoting equality of opportunity and access to all, irrespective of age, background, race, gender, religion, ability, disability or sexuality.

Additional Duties

To undertake such additional duties as may be reasonably required commensurate with the level of responsibility within the College at the initial place of work or any other of the College's sites within the Exeter area and may need to travel overseas.

Reviewed: June 2024

Person Specification

Faculty Operations Officer

Assessment Criteria

Evaluated on application form (A) and/or interview (I)

Experience

Essential Criteria:

- Significant experience of working in an administrative support post (A/I)
- Familiarity with budgeting and financial management systems (A/I)
- Working to tight deadlines (A/I)

Desirable Criteria:

- Experience of working within an educational environment (A)
- Experience with facilities management systems (A/I)
- Timetabling experience (A/I)

Skills and Abilities

Essential Criteria:

- Excellent IT skills (A/I)
- Excellent interpersonal, communication and customer care skills (A/I)
- Ability to maintain accurate records (A/I)
- Ability to multi-task (A/I)
- Excellent written skills and attention to detail (A/I)

Desirable Criteria:

- Database development (A/I)
- Microsoft 365 suite (A/I)

Qualifications

Essential Criteria:

- Level 3 numeracy and literacy and good general standard of education (A/I)

Desirable Criteria:

- Bookkeeping or other financial qualification (A/I)
- Relevant specialist qualification (A/I)

Personal Qualities

Essential Criteria:

- Ability to work as part of a team (A/I)
- Ability to work with limited supervision (A/I)
- Commitment to continued personal development (A/I)

Desirable Criteria:

- Friendly, outgoing personality (I)

Mandatory Requirement

Essential Criteria:

- Commitment to safeguarding and promoting the welfare of children and vulnerable adults in College (I)
- Commitment to equal opportunities (I)
- Commitment to British Values and the Prevent Agenda (I)

Reviewed: June 2023

OUR VALUES ARE WHAT MAKE US, US!

VISION: To be an exceptional College

MISSION: To shape futures by delivering world-class education and training for our city and region

AMBITION

- We are challenged and encouraged to push boundaries to enable us to realise our ambitions
- We are brave and take decisions that transform lives and foster achievement for all
- We are agile, future-focused and embrace digital technology and learning
- We believe in impact; we are passionate about our community and environment and continue to make big changes in order to play our part in creating a sustainable city and College

COLLABORATION

- We collaborate with others to ensure we grow, thrive and initiate brilliance
- We are bold and innovative; we listen to and learn from others in pursuit of the exceptional
- We care about place; we collaborate with others to ensure success for our community that has national impact
- We believe that we are stronger together and actively seek out partnerships that make a difference and help us enrich our College

ENERGY

- Our expertise, passion and actions energise and enthuse those around us
- We care and support our people and our community. We believe that we excel when we are empowered, engaged and enjoy our time at College
- We are curious; we focus on solutions, not problems
- We are proud of our achievements and actively seek out opportunities to celebrate these and set ourselves our next challenge.