

Job Description

Operations & Administration Officer

Grade: E

Role profile: SME1 (Assistant Officer)

Full time

Permanent

	Duties of the role
Overall purpose of the role	To provide specialist operational, administrative and analytical support to the Head of Technical Services (HTS) in running the centralised Technical Services team. The role supports delivery of high-quality, safe and efficient technical services for teaching and research. The post holder analyses data, improves processes, coordinates resources and contributes to continuous improvement. The role also supports the coordination of Technician Commitment activities.
Main duties and responsibilities: Operational Co-ordination	1. Support the HTS in the coordination of day-to-day operational activity across technical services. 2. Monitor performance, identify risks and suggest operational improvements. 3. Coordinate and act as Servicing Officer for relevant meetings and activities.
Finance, Procurement & Resource Administration	4. Monitor budgets, expenditure and financial commitments on behalf of technical services and faculty teams. 5. Support procurement of equipment, consumables and specialist services. 6. Maintain accurate inventories and asset registers in conjunction with the Resources Centre. 7. Maintain and improve administrative systems for scheduling, resource booking and equipment tracking, in conjunction with the Resources Centre.
Policy, Compliance & Quality Assurance	8. Support the HTS with maintaining a governance framework for Technical Services. 9. Ensure adherence to university policies and health & safety regulations. 10. Prepare documentation for audits and inspections. 11. Analyse compliance data and support improvement actions.
Project Coordination & Service Improvement	12. Support operational, digital and infrastructure projects. 13. Track project milestones and prepare reports for HTS. 14. Draft project documentation and maintain accurate logs.
Stakeholder Engagement & Communication	15. Act as a contact point and provide advice and guidance for academics, technicians, students and external suppliers in the absence of the HTS.

	Duties of the role
	16. Draft communications and briefing papers for the HTS. 17. Translate operational requirements between technical and non-technical audiences.
Workforce administration	18. Coordinate recruitment, induction and training administration. 19. Maintain staff development and compliance records. 20. Provide informal coaching to junior administrative colleagues.
Additional Information	21. Contribute to the implementation of institutional initiatives including the Technician Commitment, equality, diversity and inclusion objectives, and environmental sustainability goals, providing reports or data as required. 22. Perform any other duties commensurate with the grade of the post as reasonably required. 23. This role may be subject to a DBS check; the level of DBS check will be determined at offer stage.
Values	Act in accordance with DMU Values: • <i>Collaborative – Work together to achieve joint outcomes, understand how your work contributes to DMU, and be aware of your personal impact on others.</i> • <i>Compassionate – Be open, honest, and caring, work on a basis of trust, and hold yourself accountable for your actions.</i> • <i>Creative - Strive for better, challenge bureaucracy, explore digital solutions, and innovate creatively.</i> • <i>Community minded - Embrace alternative views, treat others with respect, and tackle inequalities.</i> • Treat all DMU staff, students, contractors and visitors with dignity and respect. Provide a service that complies with the Equality Act 2010, eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations with particular attention to the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (or none), sex and sexual orientation. • All members of staff are responsible for their contribution to improved environmental performance and in reducing greenhouse gas emissions at DMU. It is therefore required that all members of staff are aware of how the Environmental Policy relates to their own role at the University. Staff conduct must reflect the values inherent in the Environmental Policy and where required staff must cooperate with environmental compliance and conformance requirements to help minimise our emissions to air, water and land. • The postholder should have a positive attitude towards health and safety and be aware of and comply with all health and safety policies for the university, as applicable. There will be a requirement to complete all mandatory health and safety training as deemed to be relevant for the position held. The postholder is expected to help maintain a safe working environment for staff, students and visitors by working closely with the local safety coordinator as required. Any accidents or dangerous incidents must be reported promptly through the university's reporting system.

Person Specification

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Area of responsibility	Requirements	Essential or desirable		*Method of assessment			
				A	I	T	D
Qualifications and Training	Educated to degree level or substantial relevant experience.	Essential		*			*
	Studying for an additional professional qualification related to field of experience (e.g. CIM, CIMA, CIPD, CIPS etc.)		Desirable				
	Training in administration, operations or project support		Desirable	*			*
Experience	Experience in operations, administration or project coordination	Essential		*	*		
	Experience of supporting managers or teams with planning, tracking milestones, managing project budgets, and organising project documentation	Essential		*	*		
	Experience in HE or a research environment		Desirable	*	*		
	Experience of project management, including meeting tight and changing deadlines	Essential		*	*		
Specific knowledge / skills / abilities / motivation / attitude required	Ability to manage budgets and resources in line with financial regulations and procedures, ensuring value for money	Essential		*	*		
	Excellent verbal and written communication, with the ability to liaise confidently with all levels of stakeholders.	Essential		*	*		
	Ability to engage effectively with technical and non-technical colleagues and act as professional point of contact for clients and internal teams	Essential		*	*		
	High level of IT competence including proficiency in Microsoft Office applications or equivalent digital tools.	Essential		*	*		
	Strong organisational and analytical skills with proven attention to detail and accuracy	Essential		*	*		
	Ability to work independently, and to manage competing priorities	Essential		*	*		
	Understanding of compliance, H&S or quality processes with an ability to promote a positive health and safety culture	Essential		*	*		

Our Values and Behaviours at DMU		Essential or desirable		Method of assessment			
				A	I	T	D
Collaborative	Foster team collaboration and the exchange of best practices, establish clear and ambitious goals, develop work plans focused on achieving outcomes, and identify and nurture individual strengths to support development	Essential		✓	✓		
Compassionate	Offer honest and constructive feedback, cultivate a secure and open workplace, make difficult decisions with credibility, and act with integrity and transparency	Essential		✓	✓		
Creative	Cultivate an environment that promotes questioning and idea sharing, minimises bureaucratic hurdles, encourages open dialogue about mistakes, and engages the teams in ongoing service improvement	Essential		✓	✓		
Community-minded	Encourage diverse viewpoints, swiftly address conflicts and inappropriate behaviors, and nurture a culture of mutual respect	Essential		✓	✓		

***A = Application Form; I = Interview; T = Test; D = Documentary Evidence**