

Job Description

Position/Job Title:	Operations Administrator (Part Time, Fixed-Term)
Ref:	852
Location/Building:	Talbot Campus
Faculty/Professional Service:	Student Services
Group/Section:	Operations
Normal hours per week:	18.5 <i>(Some flexibility will be required in order to ensure that key time scales and deadlines are met).</i>
Grade:	4
Accountable to:	Operations Officer

Job Purpose

The Student Services (SS) Operations Team plays a pivotal role in fostering collaboration across the University, maintaining compliance and governance, and assisting staff to deliver an exceptional student experience through continuous service improvements, efficient processes, and effective communication. As a key member of the Operations Support Team, you will support and enhance Student Services by providing operational expertise, guidance, and services to staff and other stakeholders, ensuring alignment with BU's strategic objectives.

This role is responsible for ensuring effective operational support to the Director of Student Services and wider Student Services Leadership Team and will include assisting the Operations Officer/s with the coordination of all financial, resource and HR administration and health and safety compliance in line with university policies. The post-holder must be able to build strong working relationships, to prioritise a busy workload and work in a flexible and agile manner, providing positive contribution and excellent service to the SS department.

Main Responsibilities

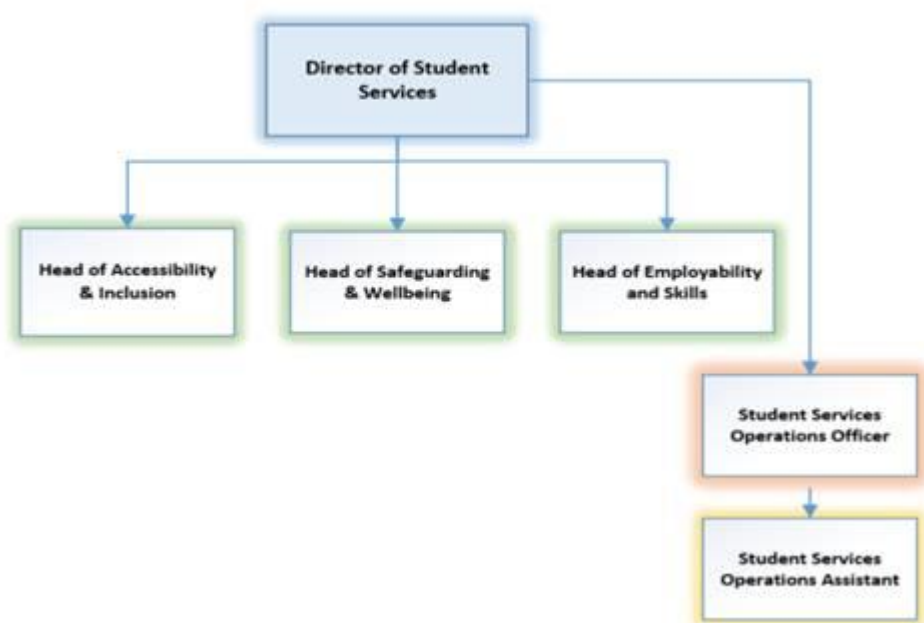
1. Support and work collaboratively across SS and BU to coordinate 'Open Day' arrangements. Plan and liaise with SS contacts to support delivery of Open Day training sessions ensuring staff coverage for all open days each academic year. Ensure all information used for these events is current and accessible.
2. Monitor as part of the Operations team the SS Operations mailbox, actioning requests in a time efficient and professional manner.
3. Support processing booking requests for the BU Gallery spaces. Liaising with Estates and relevant school and group/community contacts when appropriate. Assist in the operational and promotional aspects of Art Gallery spaces across campus. Support monitoring location of

art pieces and maintaining the central Art inventory.

4. To provide proactive and professional support in the organisation of SS events, meetings, committees and hearings. Activities will include but not be limited to room bookings, arranging visitor access, catering requests, assisting with the provision of agendas, sending out meeting packs, progressing actions and acting as a clerk when required.
5. To manage absence reporting, including the maintenance of sickness records and reporting of absences to HR and other relevant colleagues in a timely manner.
6. Support the Operations Officer in the preparation and monitoring of part time hourly paid contracts for all prospective SS staff ensuring employment law and BUVI compliance, as well as processing subsequent pay claims and resolution of any contract and pay claim queries
7. To be responsible for raising new supplier and invoice requests and the processing and authorising of purchase orders, staff and student pay claims, guest speaker payments, expense claims and other types of payments/expenditure, in accordance with the University's financial and procurement regulations.
8. In conjunction with the Operations Officer/s, to resolve financial queries on purchase orders, invoice payments and other financial transactions by liaising with SS staff, Professional Services colleagues and
9. In liaison with the budget holders, assist in monitoring SS budgets and provide analysis on expenditure by keeping up-to-date records and reporting variances as required.
10. To support the Operations officers with the administration of US Federal and US private loan systems from application through to confirmation and securing of entitlement. This includes originating student loans, ensuring Bournemouth University's compliance with US Federal agency regulations and audit requirements, monitoring continued eligibility by confirming satisfactory academic progress with faculties, and reporting any changes to students' enrolment statuses.
11. To support the processing of capital budget orders, which may include obtaining quotes, liaising with suppliers to ensure BU terms and conditioners are agreed and ensuring BU regulations are adhered to.
12. To authorise expenditure across SS budgets as appropriate and in accordance with BU financial regulations. This also includes responsibility for a corporate credit card, undertaking transactions in accordance with BU financial and procurement regulations and monthly reconciliation of expenditure.
13. To act in the capacity of a DSE assessor under the co-ordination of the Operations Officer, as well as assisting in reviewing and maintaining DSE compliance and all other Health and Safety records for the department.
14. Support the SS Digital Champion with all administrative functions relating to any project roll out.
15. To be responsible for ensuring that travel authorisation and booking processes are adhered to. Support the travel arrangement process for SS staff development bookings and liaise with the University's travel management company or preferred supplier to make accommodation and travel arrangements accordingly.
16. To serve as the primary point of contact for advice and support on all SS operational matters for staff, including access, managing post (acting as a designated DHL account user), ordering and maintaining levels of stationery and reference materials (including music literature and art resources) and room bookings of specialist spaces.
17. To be responsible for producing briefing forms for marketing materials and administering printing orders through our external reprographics provider.
18. Liaise with the Estates and IT departments to report and log queries/faults/requests through the central Service Management Suites, as well as working with these departments to assist with the coordination of arrangements of any office moves and department maintenance, service and other contracts (arranging renewals as necessary and on time).

19. Working with the Operations Officer/s review and enhance centralised processes and ensure all information kept within the service is accurate and up to date and contribute to the continuous improvement of the service by identifying opportunities for more effective working practices.
20. Assisting with staff related activities participating in cross-University, external and Student Services events as required.
21. Any other tasks or duties as required by the Operations Officer and/or the SS Leadership Team including the Director of Student Services.

Organisation Chart –



Contacts

Internal: Staff at all levels across the University, Student Services Leadership Team, OVC, Marketing & Communications, Estates, IT, HR, Finance, Faculties

External: **External stakeholders**, suppliers, local community, local, regional and national organisations.

Challenges

Ensuring the Director of Service, Student Services Leadership Team and department line managers have operations support at all times.

This role requires excellent administrative, organisational oral and written communication skills.

The demands of the Leadership Team will shift and change throughout the year so balancing the various requirements and timelines of the wider Student Services department can be challenging.

Being able to manage and respond to competing priorities will be crucial.

The postholder should have the ability to be able to work proactively using initiative, undertaking decision making as necessary.

Information Governance Responsibilities

Data User

- i. Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

Safeguarding and Regulated Activity

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an [offence to apply for](#) and perform the role, if a person is barred from engaging in regulated activity. Further information is available in BU's [Safeguarding Policy](#) and Suitability Statement on the Recruitment and Employment of Ex-offenders.

Additional Information

NB:

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must at all times carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

September 2026

Person Specification

Post / Job Title:	Operations Assistant (Part Time, Fixed-Term)	Post No:	T B C
Faculty / Service:	Student Services / Operations	Date:	September 2026
SELECTION CRITERIA		Essential / Desirable	
Knowledge (including experience & qualifications)			
Educated to degree level or equivalent (Work experience will be applicable and can substitute for qualifications)			
Minimum of three years' experience of working in an administrative role in a Higher or Further Education environment including developing and maintaining effective administrative processes			
Demonstrable experience of using database or bespoke management information systems to record, extract and report on information			
Demonstrable experience of using financial IT systems to process orders, make payments, track and monitor expenditure			
Proficient in the use of Microsoft 365 products, including Word, Excel, Outlook, PowerPoint, OneNote, OneDrive and SharePoint			
Experience of coordinating meetings, events and/or committees/panel hearings			
Skills			
Excellent interpersonal skills with demonstrable ability to work co-operatively and effectively with staff at all levels and other BU stakeholders			
Ability to build relationships and clearly communicate with external and internal stakeholders, to understand their requirements and resolve issues where required			
Excellent organisational and administrative skills with the ability to prioritise workload to meet varied and pressurised deadline			
IT competent with a willingness to learn & use new software			
Excellent numeracy skills, attention to detail and ability to check own work for accuracy			
Strong written and oral communications skills			
Minute taking skills			
The ability to deal with sensitive and confidential information within the frameworks of the Data Protection Act			
Ability to organise and implement administrative processes effectively and ensure compliance with university guidelines and regulations			
Proven experience of problem solving			
Attributes			
Ability to work on own initiative and as part of a team			
Ability to develop and maintain professional relationships of trust and support across internal and external stakeholders			
Excellent attention to detail and presentation			
A demonstrable commitment to service excellence, continuous improvement and a flexible approach to working			
Ability to work under pressure and prioritise tasks			
Ability to review, recommend and implement changes to processes and systems			
Willingness to undertake staff development as required			