



Job Description

Position/Job Title:	Operations & Projects Officer
Ref:	779
Location:	Lansdowne Campus (Hybrid)
Professional Service:	Marketing & Communications
Group/Section:	Marketing, Recruitment & Communications
Normal Hours Per Week:	37
Grade:	5
Accountable to:	Director of Marketing, Recruitment & Communications
Special Conditions:	Adaptable approach and additional hours occasionally required

Job Purpose

The Operations & Projects Officer is responsible for managing the key operational functions within Marketing, Recruitment & Communications (MRC), including people and culture, financial and departmental administrative coordination, under the guidance of the MRC senior leadership team. Additionally, this post provides first line support to a range of faculties and professional service colleagues across the university, providing marketing guidance and project management working with function managers within MRC.

Main Responsibilities

Operations

1. Support the Director and MRC senior leadership team in strategic planning and support development of departmental approaches that enable the delivery of strategic goals, with a focus on service excellence, efficiency and effectiveness using a data-led approach.
2. Lead the MRC operations function, overseeing key administrative functions including freedom of information data capture and statutory responses, health & safety, risk and hospitality registers, compliance reporting, ensuring timely and accurate delivery.
3. Coordinate staff engagement and development planning across the team, supporting the Director and Executive Team on the departmental strategy. Chair the employee voice group and act on feedback to improve culture and working environment. Act as lead and champion for an effective departmental induction and ongoing development programme (including any statutory training/compliance requirements not captured centrally).
4. Oversee core systems and processes across the department, ensuring standard operating procedures, roles & responsibilities (RACI) and key documentation for staff are documented and maintained accordingly. Lead operational projects and manage space and IT needs in collaboration with others.

5. Act as a Lean champion and focus on continued improvement and efficiency within our processes and operations. Act as a departmental key contact and champion for new systems and organisational initiatives.

Marketing, Recruitment & Communications cross-university project support & management

1. Act as a business partner to faculties and professional services to provide marketing, campaign and event advice and support (outside of student recruitment).
2. Translate marketing, campaign and events requirements into clear briefs and workplans, coordinating with Marketing, Recruitment & Communications teams to ensure efficient on-time delivery.
3. Maintain regular communication with stakeholders to provide support, manage expectations, and ensure smooth project delivery.
4. Evaluate outcomes using data and feedback, identifying opportunities to improve processes and encourage innovative approaches in future work.

Other

1. Provide on-the-day support to key events (e.g. Open Days, Clearing, Graduation ceremonies), as required.
2. Undertake any other relevant duties as required by the Director of Marketing, Recruitment & Communications or MRC Executive.

Organisation Structure

MRC is responsible for the university's strategic marketing, student recruitment, information and research, corporate and internal communications.

The Operations & Projects Officer reports to the Director of Marketing, Recruitment & Communications and works closely with the senior leadership team and other managers across MRC to provide a proactive and embedded operations function.

The Operations & Projects Officer provides some direction and guidance to other coordinators and administrative roles with operational responsibilities within MRC, providing clarity in approach.

Dimensions

The Operations & Projects Officer reports to the Director of Marketing, Recruitment & Communications who has strategic responsibility for the training and development needs for the wider directorate.

Contacts

Internal All levels of staff across all Academic Faculties and Professional Services

External Prospective and current students, other HEIs and non HE sector organisations and professionals

Challenges

- Relationship building

- Project management
- Time management

Information Governance Responsibilities

Data User

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

Data Steward

- i. Inspect, manager and monitor Information Governance compliance within their area.
- ii. Identify and manage data protection risks for the data used within their team/function.
- iii. Supervise what data is stored where, in what format and its quality throughout its lifecycle through to its appropriate deletion/destruction.
- iv. Ensure access is provided where there is a clear justification and removed when it is not required.
- v. Ensure appropriate safeguards are in place to protect data (e.g. physical and technical controls, and local processes and procedures are development, implemented, followed and regularly reviewed).

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 and comply with the Universities Sustainability Policy, Carbon Management Plan and associated documents, and to ensure that whilst at work that they demonstrate the adoption of sustainable habits or practices and carry out their day-to-day activities in an environmentally responsible manner.

July 2026



Person Specification

Postition / Job Title: Operations & Projects Officer	Position No: POSN109240
Faculty / Service: Marketing & Communications	Date: July 2026
SELECTION CRITERIA	Essential / Desirable
Knowledge (including experience & qualifications)	
Educated to degree level or equivalent in appropriate subject area ie. Business, Management or Marketing or possessing appropriate equivalent professional experience	E
Proven experience and good knowledge of IT applications and interfaces including Microsoft Office, databases and web-based finance, HR and business operations platforms	E
Proven experience of reviewing and optimising business processes, systems and procedures. Experience of LEAN would be advantageous but not essential.	E
Project Management qualification or equivalent experience.	D
Experience or project management or account management in a marketing, events or communications environment	E
Knowledge, understanding and experience of using metrics in the marketing context.	E
Good understanding of health and safety processes, systems and requirements	E
Experience of budget management, reconciliations and financial analysis	E
Experience of staff management with the ability to motivate, lead and develop	D
Experience of undertaking market research	D
Knowledge of the HE sector, including key sector-wide developments	D
Skills	
Excellent communications and interpersonal skills, with the confidence and ability to build effective relationships at all levels.	E
Excellent planning and project management skills, attention to detail and a focus on results	E
Excellent time management, ability to prioritise and ability to meet deadlines	E
Ability to work on own initiative and as part of a team	E
Excellent IT skills	E
Proven ability to deliver effective solutions and processes against strategic objectives, including building relationships with key stakeholders.	E
Good budgetary oversight and control skills	D
Good proofreading and writing skills	D
Attributes	
Ability to problem-solve with the skills to deliver creative solutions	E
Customer focused	E
Personable, Confident and articulate with ability to persuade and influence	E
High levels of personal commitment	E
Commitment to delivering Service Excellence	E