

Job Description

Post/Job Title:	Faculty Operations Officer
Ref:	476
Location:	Talbot & Lansdowne Campuses
Faculty / Professional Service:	Faculty Operating Service
Group / Section:	Operations Support Team
Normal hours per week:	1FTE
(Some flexibility will be required in order to ensure that key time scales and deadlines are met).	
Grade:	Grade 5
Accountable to:	Faculty Operations Manager

Job Purpose

The Faculty Operating Service (FOS) plays a pivotal role in fostering collaboration across the University, maintaining compliance and governance, and delivering 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 the academic environment by providing operational expertise, guidance, and services to staff, students, PGRs and other stakeholders, ensuring alignment with BU's strategic objectives.

This role is responsible for ensuring effective operational support within Faculties in conjunction with the Operations Manager/s, including the coordination of all Faculty finance and resource administrative processes in line with University policies and the provision of advice and guidance to the Faculty Operations Administrators. The post requires close collaboration with colleagues in Faculties and across the University. The post-holder must be able to build strong working relationships, to prioritise a busy workload and work in a flexible manner, providing an excellent service to the Faculties.

Main Responsibilities

1. To implement and coordinate operational practices and procedures across the Faculties in an efficient, effective and professional manner in conjunction with the Operations Manager/s.
2. To ensure Faculty and Faculty Operating Service colleagues are supported in the implementation of relevant University-wide policies, procedures and processes to ensure compliance and the provision of an excellent service to all Faculty stakeholders.
3. To work with the Operations Manager/s to facilitate contractual arrangements within the Faculties including, but not limited to, maintenance and service contracts, liaising with suppliers regarding the

procurement of key consumables such as Faculty-specific student kit, regulatory licensing and contract authorisation as appropriate and in accordance with BU financial regulations.

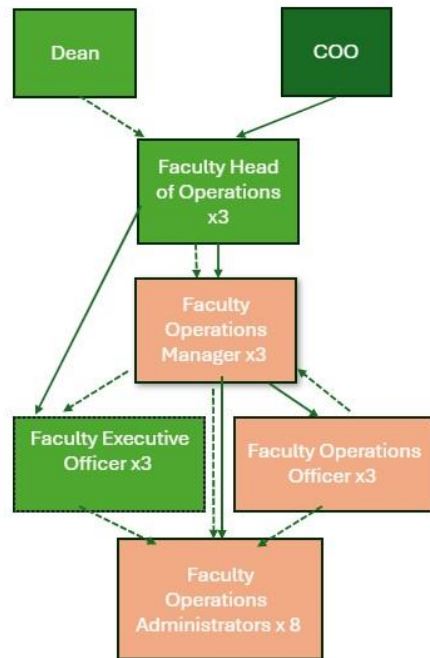
4. To coordinate financial administration including budget reconciliation and managing finance queries from staff, other Professional Service colleagues and suppliers / customers.
5. To co-ordinate post-advert recruitment processes for non-academic staff appointments within Faculty to ensure an efficient and effective selection, interview and onboarding experience. This will include, supporting hiring managers in the utilisation of the University's e-recruitment system and ensuring the provision of interview and arrival / induction support.
6. Working with HR colleagues and lead academic to co-ordinate preparations for Visiting Academics and Researchers to include monitoring and recording of all visits in compliance with BUVI and University policies and overseeing any logistical arrangements.
7. To manage local estates matters within Faculty, including the co-ordination of office moves and allocation, secure access and the utilisation of specialist space. To work with Estates colleagues and the Operations Manager/s to address any estates related issues impacting the Faculties (e.g. maintenance, labs, security).
8. To oversee professional support in the organisation of Faculty meetings, events and visits by Professional Bodies. This will also include supporting research and income generation activities and co-ordinating any Faculty events which fall outside of the support provided by the Events and Conferencing Team.
9. To oversee administration relating to the recruitment and payment of part-time hourly paid staff, working with the Operations Manager/s, Heads of School / hiring managers and HR colleagues to ensure budgetary and employment law compliance.
10. To manage absence reporting, including the maintenance of sickness records and reporting of absence to HR and other relevant colleagues in a timely manner.
11. To undertake day-to-day health and safety responsibilities within the Faculties as directed by the Operations Manager/s including but not limited to management and utilisation of training record data, providing advice on risk assessments, coordination of Faculty DSE assessors and signposting for more complex health and safety issues.
12. To identify opportunities for improvement and efficiencies in operational processes in conjunction with the Operations Manager.
13. To represent the Operations Manager in Faculty based and University wide meetings as required and, where deemed appropriate.
14. Any other appropriately delegated tasks in respect of the efficient administration of the Faculties, as designated by the Operations Manager/s.

Contacts

Internal: Faculty Heads of Operations; Faculty Executive; Senior Academics & Budget/Project Managers; Academics & operational staff at all levels across Faculties.

External: External stakeholders

Organisation Chart



Challenges

Ensuring that support for the Dean is prioritised to match changing demands and circumstances at all times. Balancing the various requirements and timelines as part of the wider Operations team. Managing changing agendas and reconciling priorities for the senior team.

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.

October 2025



Person Specification

Post / Job Title: Faculty Operations Officer

Post No: POSN109455

Faculty / Service: Faculty Operating Service

Date: October 2025

SELECTION CRITERIA

Essential /
Desirable

Knowledge (including experience & qualifications)

Educated to degree level or equivalent (Work experience will be applicable and can substitute for qualifications)

E

Proficient in the use of Microsoft 365 products, including Word, Excel, Outlook, PowerPoint, OneNote, OneDrive and SharePoint

E

Proven financial acumen and demonstrable experience of using financial IT systems

E

Proven experience of contract management

D

An understanding of workplace and government Health and Safety regulations

E

An understanding of HR regulations and processes Including the ability to understand and implement complex UKVI regulations

E

Demonstrable experience of using database or bespoke management information systems to record, extract and report on information

E

Knowledge of the Higher or Further Education environment; experience of working in a public sector organisation

D

Skills

IT competent with a willingness to learn & use new software

E

Excellent interpersonal skills with demonstrable ability to work co-operatively and effectively with staff at all levels and other BU stakeholders

E

Ability to build relationships and clearly communicate whilst understanding the requirements of different stakeholders

E

Ability to liaise with external and internal stakeholders in order to resolve issues

E

Ability to organise people, time and resources in a complex workload

E

Ability to organise and implement administrative processes effectively and ensure compliance with University guidelines and regulations

E

Excellent verbal and written communication skills with the ability to produce reports and respond to requests for management information.

E

Excellent numeracy and analytical skills

E

Excellent attention to detail and organisational skills

E

Attributes

A demonstrable commitment to service excellence, continuous improvement and a flexible approach to working

E

Ability to motivate self and others and to promote collaboration and teamworking

E

Ability to take a proactive, 'can do' approach to work and act on own initiative to problem solve

E

Ability to develop and maintain professional relationships of trust and support across internal and external stakeholders

E

Ability to remain focussed and deliver under pressure, accommodating changing priorities and deadlines as required	E
Ability to review, recommend and implement changes to processes and systems	E
Willingness to undertake staff development as required	E