



## Job Description

<b>Job title</b>	Operations and Office Manager
<b>Division</b>	Social Sciences
<b>Department</b>	Politics and International Relations
<b>Location</b>	Manor Road, Oxford, OX1 3UQ`
<b>Grade and salary</b>	Grade 7 £36,024 - £44,263 per annum
<b>Hours</b>	Full time
<b>Contract type</b>	Permanent
<b>Reporting to</b>	Head of Administration and Finance
<b>Vacancy reference</b>	165341
<b>Additional information</b>	Closing date – midday (UK time) on 14 July 2023 Interviews are likely to be held late July/early August 2023

## The role

The Department of Politics and International Relations is seeking to appoint a full-time Operations and Office Manager to manage the Department's administrative office, in support of the Head of Administration and Finance (HAF), holding responsibility for the smooth running of all operational functions and services within the Department, for the office management and reception function within the Department, and for relationship and communication management with centralised facilities and IT provision.

This is a new senior role which involves a wide range of administrative activities and projects on behalf of the HAF to ensure the smooth running of the department. Using initiative to make considered judgements when juggling the demands placed on them, the post holder will work in support of all professional teams to ensure that research and teaching are supported effectively. The post holder is line manager to a small team of staff who provide key operational and administrative services to our students, staff and visitors.



The postholder will be on site 5 days a week, with some flexibility on working pattern to be able to be present when contractors or other Department visitors are due outside of normal working hours.

## **Responsibilities**

### **Operations Management**

- Taking an active role in identifying opportunities for the identification and implementation of more efficient administrative systems and procedures within University frameworks.
- Ensuring compliance with relevant legislation including the Data Protection Act and GDPR taking a proactive approach to communicating legislative constraints and appropriate actions for the support function.
- Carrying out research in order to prepare reports and/or briefing papers on behalf of the HAF, in such areas as GDPR, health and safety or others as requested.
- Being responsible for Business Continuity Planning.
- Supervising the Operations and Office Administrative Assistant in tasks related to access control, starters and leavers processes, the parking permit scheme and room and locker booking facilities.
- Managing the Department's process for travel insurance applications and risk assessments.
- Ensuring clear communication on building updates, in person, by email and keeping information accurate on the intranet and using other relevant communication tools;
- Overseeing the visitors process.
- Overseeing general office administration .

### **Health and Safety**

- Act as operational lead on Health and Safety matters, carrying out DSE Assessments and risk assessments and advising on Health and Safety procedures to members of staff at all levels of the Department, representing the Department's interests on Health & Safety at Divisional meetings.
- Oversee the procedure to ensure that the Department has enough qualified First Aiders and refresher requirements are met.
- Act as the Departmental Fire Officer in charge of assigning Fire Marshals and ensuring that they are adequately trained, aware of their duties and that they perform these correctly.

### **Building projects**

- DPIR shares the Manor Road Building with other Departments and the Social Sciences Library. A large refurbishment project is planned for the building and the Office Manager will take responsibility for this project on behalf of DPIR, liaising with other Departments, Estates and relevant stakeholders throughout the planning and implementation process.
- Provide advice regarding considerations, consequences, context of suggested changes and improvements.
- Represent DPIR at Manor Road Building working group and relevant meetings.
- Ensure that key messages, feedback and Departmental concerns are communicated and addressed.
- Provide updates at relevant Departmental groups and meetings e.g. DPIR office reconfiguration working group, General Purposes Committee, Sub-Faculty.
- Research, collate and circulate appropriate data for the project.
- Collate and manipulation large amounts of data for the Estates Space planning exercise, collaborating with senior members of staff from across the university.

- Provide reports to project stakeholders.
- Act as secretary for project meetings, scheduling the meetings, compiling agendas and papers, drafting action lists and ensuring actions are being followed up on.
- Maintain project tracker, monitor deadlines, and ensure team members complete actions in a timely manner.
- Implement improvements to current working methods and ensure actions are completed in a timely manner.
- Coordinate staff and student consultation process including creating online surveys, preparing feedback reports and scheduling focus groups.
- Explore funding opportunities and prepare funding bids relating to the project.
- Supervise a large number of suppliers, internal tradesman and external sub-contractors during the life cycle of the project. Act as the interface between senior management and the site team.
- Liaise with external stakeholders and develop strong working relationships with these organisations and individuals.

### **Space Management**

- Oversee the day-to-day allocation of office and desk space.
- Ensuring that office moves run smoothly, including coordinating work with the Facilities team.
- Being the first point of contact for building matters, seeking to continually improve the office management systems and processes to ensure the highest levels of customer service, and ensuring that positive working relationships are developed with building managers and other relevant contacts.
- Do building induction for staff, students and visitors, in person, in writing and providing briefing as needed.
- Provide data as required to support the HAF with longer-term space planning.
- Delegate the above duties within the office and operations management team as appropriate.

### **Faculty Administration**

- To act as secretary to relevant committees including liaising with the chair(s) on preparing agendas, organising meetings and papers, writing minutes and action lists and assisting in follow-up.
- To co-ordinate room and equipment bookings, catering, and other services in preparation for relevant meetings.
- To maintain, and improve as appropriate, departmental records, including committee and staff lists and relevant sections of the Department handbook, website and intranet.
- Responding on behalf of the Department to requests for information from the central university.

### **IT management for Department**

- Act as the lead contact for DPIR for IT issues.
- Liaise with Divisional and Central IT services to ensure optimal service to the Department.
- Identify how the Department can provide more agile working through the right IT solutions.
- Oversee management of IT resources within Department including:

- IT planning and purchasing including, defining equipment policy, securing quotes, raising POs, managing supplier relationships, liaising with academic staff on their requirements
- IT equipment management, including maintaining equipment database, defining and implementing stock replenishment and removal of old equipment
- Direct IT projects within DPIR
- New starter IT – arranging IT inductions, network approvals etc

## **People Management**

- Line Management responsibility for a small team (an Executive Assistant and an Administrative Assistant), including recruitment, performance management, quality and service improvements and staff development of team members.
- Ensuring delivery of high levels of customer service within the administrative office.

## **Miscellaneous**

- Develop excellent working relationships with academic and support staff colleagues across the department, and in the wider University.
- Responsibility for the Department stationery, facilities and renovation budget, ordering and monitoring supplies of consumables (this may include the use of the finance system Oracle, for which training will be provided).
- Undertake additional activities and projects that may be identified by the HAF in support of the department.

## **Selection criteria**

### **Essential**

1. Educated to degree level or equivalent skills and experience.
2. Excellent interpersonal and communication skills and a high standard of literacy with an ability to communicate appropriately and effectively with a range of people both within and external to the University.
3. The ability to draft correspondence and to produce well-presented reports, guidance, and instructions.
4. Prior experience of project management.
5. A high standard of numeracy; the ability to manage financial information.
6. Excellent computer skills, particularly with MS Office Suite.
7. Self-motivated, pro-active and the ability to manage and prioritise a varied and busy workload and work to deadlines.
8. Attention to detail and high level of accuracy.
9. Experience of supervising or managing staff.

### **Desirable**

10. Experience of working within a building management and/or maintenance environment.
11. Experience of working in a Health and Safety related role.

## Pre-employment screening

### Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at: <https://www.jobs.ox.ac.uk/pre-employment-checks>

## About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information, please visit [www.ox.ac.uk/about/organisation](http://www.ox.ac.uk/about/organisation).

## The Department of Politics and International Relations

Politics and International Relations at Oxford University have a long and distinguished history in the education of leading figures in academia, politics, the media and public life, both in the UK and internationally. Teaching and research activities in this area were combined in 2000 to create a Department of Politics and International Relations. With around 90 academic staff, the Department is one of the largest departments internationally and consistently ranks first in The Times and The Guardian university guides for the subject. It is home to major research projects, a vibrant community of academic visitors, and a strong group of post-doctoral researchers, supported by highly competitive research fellowships, working in the full range of disciplinary sub-fields.

The department attracts some of the best academics in the field to work here as permanent faculty, as part of major research projects or as academic visitors. There is a strong post- doctoral group supported by highly competitive research fellowships and working across a broad range of fields.

The Department is located in the Social Sciences building at Manor Road, along with the Department of Economics, the Centres for Criminology and Socio-Legal Studies, and the integrated Social Science Library. The building provides excellent facilities including a lecture theatre, a large computer laboratory and a range of seminar rooms as well as a cafeteria and common room for use by both staff and students. The Manor Road Building is served by a shared IT and web team.

An experienced Professional Services function supports the department's research and teaching activities. The department's core Professional Service is grouped into teams that provide dedicated support for: Courses, Research, Finance, HR, and Communications & Alumni Relations. The administrative teams work closely with each other as well as with staff in other parts of the University, in particular with the Social Sciences division, Personnel Services, and Research Services, as well as with the University's many colleges.

For further information, please visit: <https://www.politics.ox.ac.uk>

## Social Sciences Division

Oxford is a world-leading centre for research across the disciplines of the social sciences. Characterised by a wide range of methodologies, themes and fields of scholarship, multi-disciplinary research and innovative ideas thrive in an environment underpinned by excellence across the disciplines of the social sciences.

Our approach to supporting research across the Social Sciences Division has been highly successful in the last ten years, with the volume of research awards continuing to rise and the development of a large number of research centres and groupings. Researchers at Oxford receive significant support and guidance in the development of their research, including career development, research and impact funding, research project design and management, and research outputs from academic and administrative colleagues across the University, division and departments.

More information please visit: [www.socsci.ox.ac.uk](http://www.socsci.ox.ac.uk)

## How to apply

Applications are made through our online recruitment portal. Information about how to apply is available on our Jobs website <https://www.jobs.ox.ac.uk/how-to-apply>.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants)

Please upload all documents **as PDF files** with your name and the document type in the filename.

All applications must be received by **midday** UK time on the closing date stated in the online advertisement.

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### Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

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### If you need help

Application FAQs, including technical troubleshooting advice is available at:

<https://staff.web.ox.ac.uk/recruitment-support-faqs>

Non-technical questions about this job should be addressed to the recruiting department directly [vacanciespersonnel@politics.ox.ac.uk](mailto:vacanciespersonnel@politics.ox.ac.uk)

To return to the online application at any stage, please go to: [www.recruit.ox.ac.uk](http://www.recruit.ox.ac.uk).

Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

## Important information for candidates

### Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: <https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy>. The University's Policy on Data Protection is available at: <https://compliance.admin.ox.ac.uk/data-protection-policy>.

### The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82**, which with effect from 1 October 2023 will be 30 September before the 70<sup>th</sup> birthday. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: <https://hr.admin.ox.ac.uk/the-ejra>.

There is no normal or fixed age at which staff in posts at other grades have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

### Equality of opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.



## Benefits of working at the University

### Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, travel discounts, and a variety of professional development opportunities. Our range of other employee benefits and discounts also includes free entry to the Botanic Gardens and University colleges, and discounts at University museums. See <https://hr.admin.ox.ac.uk/staff-benefits>

### University Club and sports facilities

Membership of the University Club is free for all University staff. The University Club offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See [www.club.ox.ac.uk](http://www.club.ox.ac.uk) and <https://www.sport.ox.ac.uk/>.

### Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service website includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See <https://welcome.ox.ac.uk/>

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependants. See <https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme>

### Family-friendly benefits

With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. We also subscribe to the Work+Family Space, a service that provides practical advice and support for employees who have caring responsibilities. The service offers a free telephone advice line, and the ability to book emergency back-up care for children, adult dependents and elderly relatives. See <https://hr.admin.ox.ac.uk/my-family-care>

The University has excellent childcare services, including five University nurseries as well as University-supported places at many other private nurseries.

For full details, including how to apply and the costs, see <https://childcare.admin.ox.ac.uk/>

### Disabled staff

We are committed to supporting members of staff with disabilities or long-term health conditions. For further details, including information about how to make contact, in confidence, with the University's Staff Disability Advisor, see <https://edu.admin.ox.ac.uk/disability-support>

### Staff networks

The University has a number of staff networks including the Oxford Research Staff Society, BME staff network, LGBT+ staff network and a disabled staff network. You can find more information at <https://edu.admin.ox.ac.uk/networks>

### The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is an organisation run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See [www.newcomers.ox.ac.uk](http://www.newcomers.ox.ac.uk).