Job Description

Job title	Operations Support and Administrative Assistant
Division	Social Sciences
Department	Department of Politics and International Relations
Location	Manor Road, Oxford, OX1 3UQ
Grade and salary	Grade 4: £25,138 - £28,759 per annum
Hours	Full time
Contract type	Permanent
Reporting to	Operations and Office Manager
Vacancy reference	170413
Additional information	Closing date – midday (UK time) on **16 February 2024.** Interviews will be held as soon as possible thereafter.

The role

A great opportunity to take up a newly created role in the Department of Politics and International Relations. You will be a visible member of the professional services team, undertaking a wide range of tasks to ensure core administrative and operational services are delivered in an effective and efficient manner. Under the direct supervision of the Operations and Office Manager, you will be the first port of call within the department for enquiries from students, staff and visitors. The post requires a person with an ability to communicate effectively, with courtesy and politeness, and the post holder must be honest, flexible, helpful and proactive. There is some manual handling; training will be provided as appropriate.

The role involves working with the range of professional support teams in DPIR, with the Manor Road Building's FM team, with the Social Science Divisional IT service, as well as with academics and students. To be effective you will have a demonstrable commitment to outstanding service, with strong communication and organisational skills.

This is a fully on-site role. The basic week is 36.5 hours, with a holiday entitlement of 38 days, pro rata, inclusive of all public holidays. Actual hours and timings are as determined by the Operations and Office Manager depending on the current operational requirements. The post holder will be expected to swap

working patterns and cover in times of absence, to meet the operational need. The post holder will be willing to carry out necessary training for this role which may include first aid, manual handling and other safety related training, and Estates systems including Planon.

Responsibilities

Office Administration

- Maintaining a variety of databases and updating records, checking figures for errors and omissions including but not limited to seating plans, training records, asset registers and starters and leavers.
- Being responsible for following up starters and leavers' documentation, ensuring departmental items are returned, recorded and that mailing lists are updated as necessary.
- Filtering enquiries from within and outside the University, managing the mail system, coordinating arrangements for office equipment, overseeing key allocations, acting on behalf of the Department as the telecommunications co-ordinator and contact person for general maintenance requests.
- Administering access control information for staff, students and visitors, liaising with HR, including issuing University cards and office keys, ensuring the security of the department.
- Administering the leavers process for university cards, keys and IT access in liaison with HR.
- Administering the parking permit scheme ensuring that annual renewals and requests are processed.
- Administering the room and locker booking facility and advising and liaising with other teams on more complex requests.
- Delivering some parts of the department's standard induction to new staff, students and visitors.
- Providing administrative support to other staff as directed by the Operations & Office Manager or the Head of Administration and Finance; and carrying out small administrative projects as directed.
- Providing a high level of customer service at all times.

Facilities and Maintenance

- Using software to raise and log reactive maintenance jobs, ensuring all works are carried out within necessary timescales.
- Chasing up on-going faults with the relevant facilities or maintenance teams.
- Overseeing contractors, reporting any problems to the Operations & Office Manager.
- Assisting and liaising with Estates Services on planned maintenance work.
- Monitoring the site for any issues that might impact on the health & safety of staff, students and contractors and reporting any breaches to the Operations & Office Manager.
- Helping with emergency evacuation procedures.
- Providing support where required for conference and meeting room preparation including moving furniture and equipment ensuring that the rooms are fully equipped and functional.
- Providing support where required in configuring office spaces as directed by the Operations and Office Manager, including making sure they are clean, well set-up and all furniture and equipment is present and working.
- Working closely with the cleaning and housekeeping teams to ensure that communal facilities are clean and free of rubbish.

- Re-stocking consumables in the kitchen and other areas of the Department as required throughout the day and undertaking some basic cleaning tasks as and when required.
- Proactively identifying areas for improved presentation or requiring some form of maintenance.
- Liaising with University Suppliers and service providers as appropriate.

General

- Acting as the Department's front of house person: welcoming visitors, being the first port of call for enquiries in person and by email and telephone, forwarding details to other members of staff when necessary.
- Physical front of house duties if and when a reception area is created in the Department.
- Providing holiday/sickness cover when required. This may include a change in work timings.
- Providing a high level of customer service at all times, including handling ad hoc enquiries from building users and other customers in a professional and courteous manner, referring on to others as appropriate.
- Recording contractor visits, issuing temporary cards and keys and relaying information about contractors' visits to the Operations and Office Manager.
- Carrying out training and such other comparable duties as may be directed. This will include but not limited to, AV, first aid, manual handling, Oracle and Planon.
- Complying with health and safety regulations.
- Complying with the policies and procedures set out in the Handbook for University Support Staff/Academic Related Staff.
- Any other duties that may be required from time to time commensurate with the grade of the job.

Selection Criteria

Essential

1. Educated to A-level, or an understanding of standard administrative procedures, evidenced by formal secretarial/administrative qualifications (for example NVQ Level 2 Business Administration or RSA Diploma) and/or work experience at a similar level.
2. Excellent communication skills, including accurate written and spoken English, and the ability to communicate with different audiences.
3. Demonstrably enjoy working with people and a thorough understanding of first-rate customer service, with a 'can do' attitude and attention to detail.
4. Experience of managing administrative processes and reception or customer facing work.
5. Ability to work independently, and show initiative where necessary, as well as working as part of a team.
6. Good IT skills and ability to use Office 365, MS Teams and email, and experience of using a database.
7. Demonstrable ability to consistently produce a high standard of work with excellent attention to detail.
8. A proactive approach to completing tasks in a timely manner.

Desirable

1. A good understanding of issues around confidentiality and information security
2. Experience of facilities management.
3. Ability to undertake manual handling activities safely.
4. Technically confident with the ability to do basic set-up and checks on audio visual (AV) systems.
5. Experience of updating websites.

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.

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

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.

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).

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: vacancies@personnel@politics.ox.ac.uk

To return to the online application at any stage, please go to: 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 70th 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 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.