

Operations Officer, Shared Services - Role Profile

Role purpose:

To provide effective high quality administrative support and excellent customer service to enable Shared Services to fulfil its role in supporting business operations within SFE to run smoothly and efficiently.

While not exhaustive, the following list gives an overview of requirements and expectations of the role:

Administrative Support

- Conduct all administrative duties (both general and more specialist) in a timely, accurate and professional manner to support the efficient operation of the team
- Triaging shared inboxes and responding to/actioning emails as appropriate
- Supporting colleagues to ensure information management systems are accurate and kept up to date
- Keep records of customer interactions and file documents as appropriate and in line with agreed data processing and storage requirements (e.g. school music orders, timetable adjustments)
- Provide administrative support for internally and externally hosted training courses/events (e.g. assist with preparation & collation of delegate packs, registers, name badges)
- Support BAU administration activities e.g. post, photocopying/printing, welcoming visitors, data entry, updating systems
- Provide assistance to other areas of the business that supports them in being able to perform their roles and/or fulfil their requirements (e.g. DBS information for schools, credit control activities etc)
- Undertake any operational duty which might be reasonably required, to ensure customer expectations and deadlines are met

Customer Service

- Answer telephone calls from customers and staff, screening and directing call as appropriate and taking and relaying messages as necessary
- Prioritise and process customer queries and requests submitted by telephone, e-mail, and post to ensure that they are resolved in a timely and accurate manner or escalated to more senior colleagues as required
- Liaise with a range of internal and external stakeholders to gather and check information relating to standard processes, activities, correspondence and communications within, from and for SFE
- Welcoming visitors, delegates and colleagues to Holt Court and anticipating their needs in order to provide a positive experience

Training Facilities

- Ensure that training events/meetings hosted at Holt Court run smoothly and efficiently by assisting with the set-up and clearing down of training rooms and the preparation, maintenance and clearing of refreshments for delegates/visitors as required
- Where appropriate conduct regular checks of communal facilities to ensure they meet expected standards for delegates/visitors attending training/meeting events

Relationship Management

- Communicate with other parts of the organisation as required to ensure they are aware of any updates or changes to scheduled BAU activities
- Establish appropriate relationships with key internal and external stakeholders for the benefit of SFE

Continuous Improvement

- Proactively make suggestions regarding system and process improvements to maximise the efficiency and performance of the team
- Manage own personal and professional development to ensure better equipped to meet the ongoing challenges and changing demands of work
- Willingness to undertake/deliver training to further develop own knowledge and skills and those of colleagues

Health & Safety

- Ensure that all duties are carried out in accordance with statutory and/or SFE Health, Safety and Wellbeing requirements and guidance

Key Performance Indicators:

- Accuracy and timeliness
- Achievement of deadlines
- Quality of work
- Ability to multi-task, prioritise and manage time effectively
- Working effectively with others
- Compliance with all relevant processes and procedures
- Willingness to undertake training to further develop knowledge and skills
- Confidentiality and integrity

Indicative Knowledge, Skills & Experience

- Relevant administrative experience and skills as relevant to the role
- Good interpersonal, communication and relationship building skills
- Strong customer service mindset
- Able to communicate effectively and accurately both verbally and in writing
- Able to handle multiple tasks, prioritise and manage work effectively
- IT literate with good working knowledge of MS Office (Outlook, Word, Excel) and MS Teams
- Experience working with information management software such as Salesforce or other CRM packages (or willingness to learn)
- Understanding of budgetary and invoicing processes
- Strong attention to detail
- Proactive, with a good work ethic
- Able to manage and prioritise work requests (personal time management)

- Detail orientated and able to follow defined processes and instruction
- Ability to work as part of a team
- Able to work flexibly in response to changing work needs and priorities within the team
- Ability to work on own initiative with minimal supervision
- Ability to work under pressure and to meet deadlines
- Willingness to undertake training to extend knowledge and skills
- Awareness and understanding of schools would be beneficial