

## JOB DESCRIPTION

<b>JOB TITLE</b>	Operations Administrator
<b>SALARY</b>	£26,225 p.a
<b>GRADE</b>	HC
<b>HOURS</b>	37 Hours per week
<b>LOCATION</b>	Loughborough. This role will support some remote working. You may on occasion need to travel to other offices.

### ROLE SUMMARY

The Operations Administrator will support and maintain systems managed by the UKSI Performance Data team.

This is a customer service role – responding to system user requests and issues in line with defined operational processes. For example, by administering system user accounts and permissions, and supporting ‘how to’ queries.

### KEY RESPONSIBILITIES

- Promptly respond to user queries and issues during business hours, acting as the main point of contact for live system queries and issues, providing excellent customer service.
- Support the Operations Manager to create and maintain operational process documentation.
- Update system data, including user data and system reference data.
- Produce, maintain, and disseminate user guides and communications relating to UKSI data systems.
- Execute procedures for operational and administrative tasks to facilitate effective monitoring and evaluation of data and processes for UKSI data systems
- Manage SharePoint sites.
- Support line manager in managing project financials, such as purchase orders and invoices in line with defined processes.
- Execute pre-defined audits relating to user access and permissions, making sure that system access is up-to-date and tightly controlled.
- Organise travel, accommodation and bookings for team meetings and conferences.
- Attend meetings, workshops, training courses and visit other sites on occasion and as appropriate.

### ROLE DIMENSIONS

<b>REPORTS TO</b>	Operations Manager
<b>DIRECT REPORTS</b>	N/a
<b>BUDGET ACCOUNTABILITY</b>	N/a

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### KEY RELATIONSHIPS

- Performance Data team
- System users

- Finance team

### PERSON SPECIFICATION

COMPETENCY AREA	ESSENTIAL / DESIRABLE	ASSESSED BY
<b>Qualifications</b>		
GCSE Maths and English (or equivalent)	Desirable	Sight of certificate
<b>Experience</b>		
Relevant, dedicated administration experience in a work environment.	Essential	Application Interview
Demonstrated experience of executing administrative processes for an organisation or project	Essential	Application Interview
Experience in providing customer service to a broad range of people.	Essential	Application Interview
Experience of acting on own initiative and exercising judgement when required.	Essential	Application Interview
Experience of administering IT systems	Desirable	Application Interview
<b>Knowledge and Skills</b>		
Excellent working knowledge of Microsoft Office Packages (Word, Excel, PowerPoint, Outlook) and good keyboard skills.	Essential	Application Interview
Good numeracy skills, including the ability to use spreadsheets to manage large quantities of data	Essential	Application Interview
Good organisational skills	Essential	Interview
Excellent customer service skills	Essential	Interview

## JOB DESCRIPTION

COMPETENCY AREA	ESSENTIAL / DESIRABLE	ASSESSED BY
May be required to work with athletes under 18 (DBS check required)	No	

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**END OF JOB DESCRIPTION**