

FACULTY OPERATING SERVICE CORE SERVICES

Delivering Support for the Academic Community

Administration and Governance

- Administrative support for Boards Committees, working groups and meetings including note taking and follow up actions
- First point of contact for local enquiries from staff, PGRs, visitors
- Logistical support including guidance to appropriate professional services
- Maintenance of databases, directories and data
- Booking of travel arrangements, accommodation, car hire, insurance and monitoring risk assessments
- Diary management for senior colleagues
- Mail management – post, courier transactions and email
- Trouble-shooting, problem solving and resolving ad hoc issues
- Support Athena Swan/ED&I activities, data collection and submissions
- Supporting Faculty internationalisation activities across education, research and enterprise
- Administrative support for Department Workload information and data gathering
- Gathering information, preparing and writing reports as required
- Supporting compliance and reporting requirements where appropriate.

Infrastructure and Building Operations

- Support space management and planning for staff, students and visitors
- Manage space reconfiguration and office moves including ordering furniture and office equipment as appropriate
- Maintenance of accurate space records
- Ensure signage is up to date and accurate
- E&F point of contact for local area, liaison to resolve maintenance, cleaning, waste management and other building related issues
- Maintain/update building access records
- Maintain supplies/manage issue of IT, consumables, office equipment and peripherals, transport, manage keys/access control and receive deliveries
- Manage local room booking service and conference call requirements
- Liaison for data and telephone
- Oversight of managed print and liaison with service line
- Management of space for storage of documentation and equipment (on and off-site)

Human Resources

- Support for full **recruitment** process including raising online staff request form, drafting Job Descriptions and adverts, managing interview arrangements, completing actions for offers and arrival of new staff
- Administration of HR online requests via ServiceNow for the whole range of HR actions
- Manage administration of the **Promotions** Process
- Administration of **Probation** process and sabbaticals
- Support annual **appraisal** cycle including setting up moderation meetings and uploading moderated scores
- First point of contact and administration of **visitor** applications
- Review and action of HR staffing reports (cognos)
- Provision of initial guidance on HR processes and signposting for HR queries, liaison with AskHR
- Support for HR processes related to confidential staff matters
- Monitor/administer processes for staff on fixed term contracts (via Cognos reporting) and visitors
- Monitor and support compliance with Conflicts of Interest policy

Health and Safety

- Supporting operational H&S requirements for local compliance
- Maintain H&S training and compliance records
- Reporting of hazards and near misses in local area
- Voluntary involvement in Health and safety support roles such as Fire wardens, DSE assessors and First aid
- Undertake DSE assessments
- Follow up on risks identified during DSE assessments, refer to OH, Manage supply of mitigating equipment
- Conduit for H&S concerns to H&S Officers and for disseminating H&S Communications to local community
- Support local H&S inductions, safety information and record keeping where required

Finance

- Monitoring local budgets in conjunction with academic leads/budget holders
- Ordering consumables, fixtures, furniture
- Administration of expenses and purchasing cards and guidance on transactions
- Processing Purchase Orders, invoices etc
- Liaising with Procurement
- Requests and monitor costs
- Timesheets administration
- TRAC coordination for local School/Department

Communications, Events, Media

- Coordination & administration of Faculty, School and Department events including risk assessments, on-site coordination, registration, H&S compliance and monitoring finances
- Pre event logistical support including arranging dates, speakers, travel, venues, catering, registration, managing delegates, Design web and print marketing, oversight of event communications and publicity
- Post event actions including final budget oversight, wash up, feedback, etc
- Development and ongoing maintenance of Sharepoint and Teams sites
- Support for website content maintenance including staff profiles and social media channels
- Faculty internal communications including newsletters, digital screens, intranet sites

Enterprise

- Administration of consultancy activities, if appropriate
- Monitoring compliance with Consultancy Policy
- Support for KTPs
- First point of contact for initial enquiries from external partners
- Support for academics in facilitating entrepreneurial and enterprise activities including IP panels and completion of bids where appropriate
- Liaison with relevant professional services to gather information and data

Research Support

- Support academic colleagues in compliance with research data management regulations including use of the following systems: PURE, ResearchFish
- Support for REF related activity (working with AD(Research), REF and Impact Champions)
- Support for local research economy where appropriate and agreed
- Support for fellowship and grant applications where appropriate including liaison with relevant professional services

Student Experience

- Logistical arrangements for Viva
- PGR support (space, equipment, travel etc)
- Support for Graduation
- Oversight of student placements, employability, outreach etc initiatives where appropriate