



# Operations Assistant

## Job Description

### POSITION OVERVIEW

<b>Department</b>	Resourcing and Operations
<b>Location</b>	London, Campus-based
<b>Term</b>	Full-time; 12 months
	13.00 - 21.30, Monday to Friday
<b>Salary</b>	£25,000 per annum
<b>Benefits</b>	Generous benefits package including 25 days holiday allowance pro rata (excl. Bank holidays), group life assurance, group income protection, pension schemes and private healthcare (optional)
<b>Start</b>	August 2021
<b>Reports to</b>	Director of Resourcing & Operations

In the role of Operations Assistant, you will form part of the wider operational team, providing timely and efficient support to the College's student and staff body, to ensure the College always provides an exceptional student experience.

### DUTIES AND RESPONSIBILITIES

#### Facilities

- Day to day support to the facilities team in maintaining a safe and high-quality campus environment for the College community.
- Weekly classroom and event space reconfiguration, that includes moving furniture into storage areas or into new layouts, and handling of moveable wall partitioning.

## **JOB DESCRIPTION OPERATIONS ASSISTANT**

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### Event support

- Support the student life team in the delivery of campus events, such as graduation ceremonies, matriculation, staff socials, programme events, freshers etc.

### Front of house

- Providing rotational support on reception and welcoming of the community and visitors to campus. This includes signposting around College, and visitor administration.

### Administration

- Providing support on maintaining systems, such as the virtual learning environment (Canvas).
- Providing support in maintaining external library memberships, and processing of course books and online resources.

### Other

- Occasional work in unsociable hours will be required.
- Developing and maintaining excellent working relationships with the staff and student community.
- Any other duties commensurate with the level of responsibility of this post, for which the post holder has the necessary experience and/or training and as instructed by the Management.

## **About the College**

Founded in 2012, with the aim of providing the highest quality of education in the humanities and social sciences, New College of the Humanities at Northeastern has established itself as a prestigious higher education institution based in the heart of London. We offer a unique and broad liberal arts-inspired curriculum with highly personalised teaching, which may include tutorials. The College is undergoing an exciting period of growth, having become part of Northeastern University's global network in early 2019.

## **Person Specification (Essential / Desirable)**

### **Education, Qualifications and training**

- Undergraduate degree [D]

### **Experience**

## JOB DESCRIPTION OPERATIONS ASSISTANT

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- Experience of working in a supportive/team role within a professional environment e.g. office junior, team assistant, receptionist [E]
- Experience of working in an administrative role within the FE/HE education sector [D]
- Experience of event organisation [D]

### **Knowledge, Skills and Abilities**

- Good written communications and strong interpersonal skills to deal with individuals at various levels [E]
- Excellent IT skills, including Excel and Word [E]
- Well-organised and able to prioritise and work under pressure [E]
- Able to work collaboratively and effectively in a team environment [E]
- Able to work collaboratively and effectively in a team environment [E]
- Ability to adapt quickly (and positively) to changing demands and priorities [E]

### **APPLICATION PROCESS**

Applications should be made via [this link](#) by 20.00, 4 August 2021. Please reference your application "OA0721". Participation in the equal opportunities section is encouraged, but voluntary.

Applications must include a covering letter of no more than one page and a full curriculum vitae.

Due to the urgency of this role applications will be reviewed on receipt, and it is possible that an appointment will be made prior to the closing date of this job advert. Applicants are therefore encouraged to submit applications at the earliest opportunity.

Applications are welcome from all sections of the community and will be judged on merit alone. Candidates must be able to demonstrate their eligibility to work in the UK in accordance with the Immigration, Asylum and Nationality Act 2006.