Job Description – Business Services Coordinator

About the Role

To be responsible for coordinating technical training courses and providing administrative support within Estates and to support the Business Services Manager’s portfolio.

Provides cover and support to other team members within Business Services and the wider Estates functions during periods of peak workload/staff absence.

To be responsible for all travel functions across the University including Car Share and Cyclescheme, Electric Vehicle Scheme and Travel Advice.

Key Responsibilities

Training

▪ Responsible for maintaining the Training Matrix (the record of regulatory training) ensuring all training is conducted within legal timeframes. Also responsible for preparing information for Training Matrix meetings, attending and minuting the meeting. Sharing Training Matrix knowledge with Estates managers and negotiating training plans for new starters.

▪ Responsible for the whole administration process for all technical training activities within Estates, including arranging training events; booking venues and catering; liaising with training providers etc.

Administration

▪ To provide cover and support to other team members within the Business Services team and wider Estates functions during periods of staff sickness, holidays and peak workloads. Including PA to Leadership Team; OU Club; Space Planning; Reception and Liaison Line.

▪ To arrange regular meetings with external contacts and Estates managers as appropriate liaising to ensure availability of participants, appropriate rooms and refreshments where applicable.

▪ Prepare agendas and documentation and minute team meetings as requested by Leadership Team and outside the remit of the PA to the Leadership Team.

▪ Undertake typing activities to assist the PA to the Leadership Team during periods of peak workload. Prepare reports, presentations or other materials as required.
▪ Coordinate the stationery order process and purchasing of small items and distribute deliveries accordingly. Ensure payment and delivery is recorded accurately.

▪ Coordinate archiving and filing within Estates, including internal materials (e.g. property files) and external filing held by a third party.

▪ Undertake small administrative tasks for the Unit, e.g. photocopying, laminating or binding presentations.

**Travel**

▪ Responsible for all Travel Advice - providing information and advice for staff and visitors commuting to Walton Hall, SRSCs and Nations by updating the Estates Intranet and internet pages and answering any queries sent to the email mailbox.

▪ Responsible for arranging and running nine University Travel events such as Bike to Work week. This requires negotiating with external organisations; liaising with key staff at Walton Hall, SRSCs and Nations; promoting and advertising events to all University staff (including homeworkers) and hosting the events on site.

▪ Act as the University’s responsible person for the Car Share and Cyclescheme processes for all staff including staff based at Walton Hall, SRSCs and Nations. Ensuring the correct procedure is followed, including liaising with People Services and Staff Payments.

▪ Act as the University’s responsible person for the Electric Vehicle Scheme for staff and visitors across the University. Ensuring the correct procedure is followed, including checking payment has been received by liaising with Staff Payments and issuing the permits.

▪ Responsible for booking all travel and hotel accommodation for Estates Staff.

**Budget**

▪ On behalf of the Business Services Manager, monitor budgets relating to all aspects of training, stationery, subscriptions, hospitality and travel/expenses, regularly reporting their status. Confirming large spends as appropriate.

▪ Raise training orders on OPUS as and when required.

▪ Responsible for processing and recording overtime and expense claims for Estates. Prepare On Call stats on a monthly basis for the Leadership Team’s regular meeting.

**General**

▪ Responsible for preparing the Unit’s Induction for new starters within Estates, including writing and negotiating induction programmes; assigning mentors; maintaining required documentation etc utilising project management tools.

▪ Act as a Go Green Coordinator for the Unit ensuring green initiatives are well publicised e.g. “Switch off at Christmas” campaign. Identify new initiatives and promote them to staff based at Walton Hall, SRSCs, Nations and homeworkers.

▪ Assist with the co-ordination of H&S activities which form part of the Business Service team tasks.
▪ Any other duties as directed by the Business Services Manager or the Director of Estates.

Education, qualifications and training
▪ Educated to GCSE level or equivalent
▪ Proven general office experience

Knowledge, work and other relevant experience

Essential
▪ Strong verbal and written communication skills in a range of contexts
▪ Competent IT skills and use of Microsoft Office Suit including Word, Excel and PowerPoint
▪ Able to cope with a variety of tasks and prioritise work according to strict and competing deadlines
▪ Ability to maintain high levels of confidentiality
▪ The ability to receive and interpret internal/external information and relay accurate data to internal/external supplies
▪ Understanding of, and commitment to, Equal Opportunities
▪ Ability to work as part of a team

Desirable
▪ Previous use of Microsoft Office Visio
▪ Use of spreadsheets to monitor budgets

Skills, capabilities and qualities
▪ Excellent interpersonal skills
▪ Having a positive approach to customer care, with the ability to communicate effectively with staff at all levels in order to build strong relationship to improve customer service standards
▪ Working flexibly and adapting to changes to priority to meet the needs of our customers and providing and effective service to Estates and the Open University