Job Description

Job title:	Faculty Business Services Officer
Faculty:	Faculty of Science
Job type:	Professional Services
Grade:	5
Accountable to:	Faculty Business Services Manager / Faculty Business Services Senior Officer
Accountable for:	Not applicable

Purpose of the Post

The Faculty Business Services Team supports the Head of Faculty Operations in ensuring the efficient administration of the Faculty. The Business Services Officer role will be responsible for a variety of tasks and processes as part of the day to day running of the unit including providing support to the Faculty Executive. They will be expected to work closely with academic colleagues as well as those across professional services areas.

Key Tasks

Support the running of the Faculty, working under the Faculty Business Services Manager and with the rest of the Business Services Team. The key responsibilities will include:

- Delivering the day-to-day Business Services including Finance and HR administration.
- Supporting and providing training to colleagues who will contribute towards this delivery.
- Assisting with the development of procedures and service improvements.
- Delivering excellent support services to academic colleagues.
- Developing effective working relationships with professional services colleagues, sharing good practice and increasing knowledge across the different business areas.
- Understand and operate effectively within the University policies and external legislation in in particular relating to Finance, HR, Data Protection and Freedom of Information.

Specific duties may include:

- Finance administration, including:
  - Purchasing activities such as ordering good and services, coding supplier invoices, journals and monitoring/approving workflow tasks on the University finance system.
  - Purchasing travel arrangements.
  - Processing expense claims.
  - Supporting Financial year-end procedures.
- Administration supporting Human Resources including:
  - The administration of Hourly Paid Teaching Staff (HPTS) including recruitment and allocation processes and the management of timesheet approvals.

- The administration of specialist external staff, for example Music Tutors and Lab Demonstrators including recruitment and allocation processes and the management of timesheet approvals.
- The administration of student workers, including recruitment and allocation processes and the management of timesheet approvals.
- Right to work checks.
- Advising academic colleagues on HR processes.

- Office management including managing post, deliveries and couriers, photocopier management and monitoring the use of locally managed spaces.

- Responding to enquiries and requests for information from staff and external stakeholders. Acting as a key point of contact for academic roles to resolve general enquires.

- Servicing committees and meetings.

- Supporting events including making room and catering bookings and other event logistics.

Our Values

Advancing equity and inclusion is central to our identity as a University of Social Purpose, guided by our values of being Respectful, Innovative, Open, and Daring. We strive to build a fair and inclusive environment for all colleagues and students, where we challenge ourselves and others with integrity, and approach difference with understanding and kindness. Every member of our community is expected to treat others with dignity, work collaboratively across a wide range of backgrounds and perspectives, and contribute to a place where everyone can participate fully and feel valued.

Other Duties

The duties listed are not exhaustive above may be varied from time to time as dictated by the changing needs of the University. The post holder will also be expected to undertake additional duties as appropriate and as requested by their manager.

Although the role will be based in a single unit, if the need arises, they may be required to assist and provide cover in another unit, as required, in order to ensure that an outstanding level of service is maintained across the University.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

Person Specification

Job Title: Faculty Business Services Officer **Department:** Faculty of Science

Criteria	Essential	Desirable
Knowledge, Education, Qualifications and Training		
Educated to A' Level standards or equivalent experience	X	
Knowledge and understanding of the HE sector and student life cycle		X
Knowledge of Finance and HR systems		X
Skills and Abilities		
Good organisation skills and a proven ability to meet to deadlines	X	
Good IT skills including an ability to learn new systems	X	
Excellent interpersonal skills with experience of working as part of team and supporting colleagues	X	
Experience		
Experience of working collaboratively with individuals across multiple teams	X	
Experience of working alone and using initiative	X	
Customer service experience including managing enquiries and requests from a range of service users	X	
Experience of implementing administrative improvements to improve customer satisfaction		X
Other requirements		
A commitment to self-improvement and personal development.	X	
Ability to work occasional weekends or late evenings and travel to events and other external activities as required.	X	