

Operations Administrator

Role Profile

Our vision is that every student loves their time at Southampton. We exist to:

- Help students find friendship groups;
- Support students to complete their degree programmes;
- Give students a voice in the University and wider community.

Your role in achieving this is described below:

Main Purpose of Role:

- 1) **Support the delivery and maintenance of efficient processes in Social Enterprise outlets.**
- 2) **Provide administrative support to the finance team.**
- 3) **Provide administrative support to the Front of House team for bookings.**

Responsible to: Head of Social Enterprise

Responsible for: No direct reports

Grade: 2

Main Duties of the Role

Support the delivery and maintenance of efficient processes in Social Enterprise outlets.

- To support the monthly, annual, and ad-hoc stock taking and review stocktaking processes.
- Assist in maintaining and updating systems such as updating the stock, product, and allergens databases, managing users, reporting challenges, and identifying further integration of systems.
- Dealing with suppliers to help maintain the business relationship and support in resolving supplier issues.
- Updating the Electronic Point of Sale system daily or as required.
- Generate reports from the various systems to enable management to monitor progress against agreed key performance indicators.
- To assist in the reconciliation and maintenance of any loyalty and reward mechanisms to ensure they are accurately accounted for.
- General administrative and operational support.

Operations Administrator

Role Profile

Provide administrative support to the finance team.

- Raising and sending customer invoices as required.
- Accurately enter purchase invoices, expense claims, and other expenditure into the finance system, following agreed time scales and our financial procedures, ensuring correct coding and VAT treatment.
- Send out statements and bad debtor letters to customers in line with agreed schedules.
- Highlight any potential bad debtors to relevant colleagues in a timely manner.
- Support colleagues and customers with general queries relating to sales invoices.
- Raise credit notes as required following appropriate authorisation.
- Create new customer and supplier accounts as required, following our financial procedures.
- Support colleagues within SUSU with basic financial queries.

Provide administrative support to the Front of House team for bookings.

- Collaborate with relevant colleagues for delivery of bookings, including creation of weekly booking schedules and task lists.
- Support with compiling quotes for bookings, working with internal stakeholders as necessary, and provide SUSU finance team with information to raise invoices as required once bookings have been confirmed.
- Supporting with scheduling bookings for clubs & societies regular use in the academic year.
- Ensure all health and safety checks such as risk assessment, are in place for the booking and have been signed off by the appropriate team.
- Collect client feedback on their bookings to ensure quality or standard of service.
- Feedback received is shared with the Front of House Coordinator or where appropriate is followed up with relevant stakeholders.

Operations Administrator Role Profile

Role Specification

We have described below the range of experience, qualifications, knowledge, skills and attributes we are looking for. We will use this to manage our selection process and also to identify any training and development needs once in post.

KEY/QUALIFICATIONS/EXPERIENCE REQUIRED	ESSENTIAL	DESIRABLE
Strong verbal and written communication skills.	X	
Demonstrate good administration skills.	X	
Experience with electronic point of sale and stock management systems and a good working knowledge of databases.		X
A commitment to the Union's mission vision and values.	X	
Knowledge of the Food Standards Agency approach to allergen management.		X
Experience with Office 365 (particularly outlook and excel)	X	
Strong reporting and management of information with excellent attention to detail.	X	
Ability to work to deadlines.	X	
Experience in an accounting function.		X
The ability to work on own initiative and prioritise workload, while remaining flexible enough to react to changing circumstances and requests.	X	
Excellent accuracy and meticulous attention to detail	X	
Excellent interpersonal skills with the ability to deal with a variety of people both on the telephone and in person, knowing when to refer to other staff when necessary.	X	

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Our Values

As an organisation, our values underpin our work and guide what we live by in order to achieve our mission:



Stand Strong

We stand up for students and make sure their voice is heard.

We stand strong when facing challenges and are not afraid to be different. We think big and work to achieve great things.



Join Together

We are an inclusive and diverse community of students and staff

We join together with each other, the University, and the local community to make a positive difference.



Take Responsibility

We take action on the issues that matter to students and act with integrity.

We continually work to be more sustainable, challenge discrimination and prejudice. We strive to be a force for good for students and wider society.