

JOB DESCRIPTION Operations Executive	
RESPONSIBLE TO:	Operations Manager
RESPONSIBLE FOR:	Operating the Campus front desk, engaging with clients and visitors, supporting the team and on-site and off-site marketing event arrangements.
LOCATION OF ROLE:	AberInnovation, Gogerddan, Aberystwyth (with occasional travel to off-site marketing events)

JOB PURPOSE:
<p>The primary function of the Operations Executive position is to support operational and administrative running of the Campus facilities and the tenanted offices, acting as the first point of contact for clients and being our ‘face’ at front of house. The Operations Assistant will contribute to scheduling of activities in the buildings, including marketing events, as well as offer reactive support for tenants, researchers and business clients.</p> <p>Initiative, enthusiasm and outstanding organisational and customer facing skills will be crucial to prioritise the demands and opportunities in this growing business.</p>
KEY ACCOUNTABILITIES:
<p>Reporting directly to the Operations Manager, the role requires an energetic individual who embraces challenges and is passionate about delivering tasks accurately and in a timely manner and is experienced and comfortable at dealing with people.</p> <p>Front of house duties</p> <ul style="list-style-type: none"> • Operate from the foyer reception desk workstation and take enquiries from walk in visitors, contractors, internal research colleagues and external business contacts • Agree the hire of meeting room spaces and organise invoicing via the administrative team • Answer and triage email and telephone enquiries • Deal with (or signpost) enquiries from tenants and members of the incubator offices and laboratories • Issue Visitor Passes and Parking Permits and be prepared to show visitors to certain parts of the buildings • Receive and sort post and parcels and advise on the routing of larger deliveries of research materials or equipment in the buildings • Maintain services such as coffee machines and foyer literature/TV information displays and ensure the facilities are well presented at all times <p>Co-ordination of meetings and marketing events</p> <ul style="list-style-type: none"> • Assisting in scheduling and organising internal and external meetings such as workshops, research activities and promotional events which will include:

- finding suitable diary dates
- booking out facilities and ordering catering
- compiling attendance records
- ad hoc IT/computer support
- Supporting the Marketing Communications Manager in
 - liaison with event attendees on-site and off-site
 - liaising with invited speakers for events
 - producing name badges
 - videography and video-editing where time permits

Record keeping and administration

- Data entry into the Lab Scheduler (our laboratory booking system), and other databases as required
- Placing orders for consumable laboratory items and general company purchases with suppliers by adhering to the appropriate financial processes required by the funders
- General administration functions on behalf of the CEO and Team staff including printing, photocopying, creation and collation of materials and documents

Services liaison

- Liaise with service providers from Aberystwyth University if required, to ensure smooth operations e.g. Estates, Information Services

Tenant liaison

- Responding to ad hoc incubator office premises needs and fielding enquiries and signposting to appropriate colleagues/resources/services.
- Supporting the Operations Manager with service providers to ensure the safe and comfortable operation of the incubator offices

Human Resources and Health & Safety

- Adhere to company policies and procedures
- Ensure that your personal hygiene and grooming standards are maintained to the highest level at all times remembering that you represent the Company and should be dressed in appropriate corporate work wear
- Adhere to company health and safety policy
- Adhere to fire prevention and evacuation practices
- All duties must be carried out in a safe and efficient manner giving due regards to the health and safety and welfare of yourself, colleagues, guests and any other persons who may be affected by your actions. Any unsafe conditions, equipment or practices must be reported immediately to the appropriate manager.

In addition to the many day-to-day duties, from time to time, on a temporary or permanent basis, you may be required to undertake additional duties as necessary to meet the needs of the business.

This list is not exhaustive and appropriate additional duties will be added / expected to support the needs of the business.

Person Specification	Essential	Desirable
EDUCATIONAL AND PROFESSIONAL QUALIFICATIONS	GCSEs/NVQ Level 2 (or equivalent qualifications/work experience)	A levels Welsh language speaker.
PREVIOUS EXPERIENCE/ TRAINING	Experience of working in a customer service or operations environment. Experience of managing multiple requests or requirements in a complex professional context.	Experience in marketing Experience of working within a university environment. Experience in facilities management
JOB-RELATED ACHIEVEMENTS	Proven ability to meet deadlines. Proven ability to work to a budget. Computer literacy and familiarity with using Office and databases. Excellent levels of numeracy and literacy skills.	Experience of working to regulatory certifications and/or standards such as facilities health and safety.
INTER-PERSONAL SKILLS	Excellent communication skills (verbal and written) at various levels and to various audiences. Ability to work in a multi-disciplinary team. Exceptional organisational skills. Personal appearance well presented at all times. Team player	Commitment to own professional development.

Competencies	<ul style="list-style-type: none"> • Compliance- Ability to audit and monitor quality of outputs; demonstrable experience of delivery against specified protocols/ procedures ensuring the highest level of performance. • Teamwork- Ability to build and develop relationships with internal employee, strategic partners and other external parties/ organisations; able to resolve conflict. • Personal Drive- Will be able to demonstrate being self-directed, resourceful and creative; Able to manage own time and work autonomously; Able to work on own initiative with drive and enthusiasm. • Communication- Excellent written, verbal and presentation skills.
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	<ul style="list-style-type: none">• Commercial Awareness- Able to <i>demonstrate</i> contribution to maximising commercial performance through controlling costs, and ensuring efficiencies where possible• Customer Focus- Works to understand customer needs; Strives to exceed expectations;• Planning and Organising- Demonstrable experience of managing tasks and deadlines; able to resolve conflicting priorities.
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I accept the role and associated responsibilities / requirements as detailed in this job description with the knowledge that future changes may be made:

Print name:

Signature:

Date: