



Coventry University Students' Union

Job Description

Job Title:	Central Operations & Governance Coordinator
Grade:	5
Department:	Central Operations Team (within People Directorate)
Location:	Coventry with responsibilities for all sites
Responsible to:	Central Operations & Governance Manager

Purpose

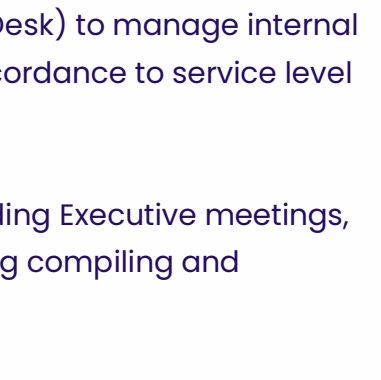

To support and coordinate the operations of the Central Operations and Governance team.

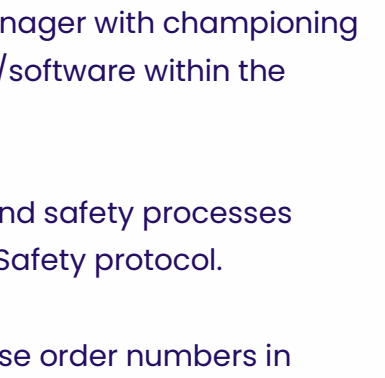
To uphold a high standard of customer care across all service functions and initiatives.

To follow and maintain administrative processes, and deliver an efficient customer-centric service.

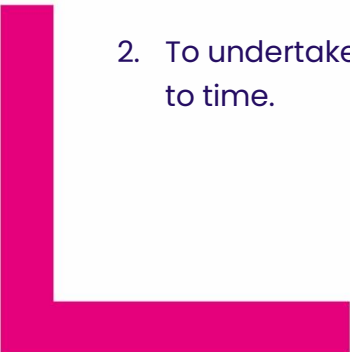
Main Duties and Responsibilities

1. Responsible for the day-to-day coordination of the operational support to departments, including room booking systems, stationary, associate memberships, purchase requests, travel, accommodation and subsistence requests, hospitality, PAT testing and ordering supplies.
2. To be the first line of contact for internal enquiries responding to enquiries in person or online in a timely, accurate and professional manner

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3. Using an online enquiry management system (ZohoDesk) to manage internal enquiries and requests to the team for support in accordance to service level agreements and response times.
 4. Organise, coordinate and administer meetings including Executive meetings, and internal meetings e.g. health and safety, including compiling and distributing the agenda and taking the minutes.
 5. Providing induction support to new members of staff regarding internal systems, laptops, IT and processes, including updating and maintaining an accurate asset log.
 6. Support in the development and delivery of training for staff around central processes.
 7. Supporting staff with the set-up of relevant equipment for meetings and events, including IT/AV equipment, tables, chairs and resources.
 8. Ensuring hot-desks/offices are well maintained and staff have the correct provision of office equipment, arranging for installation and replacement when needed.
 9. Responsible for the timely distribution of mail to the relevant teams.
 10. Pro-active development of shared files, resources and process notes for central operations.
 11. Assisting the Central Operations & Governance Manager with logistical organisation of staff and trustee board events.
 12. Responsible for the coordination of central resources including the development and maintenance of an effective signing in / out of resources for items such as iPads, tablecloths, AV equipment and any other central resources.
 13. Responsible for the efficient and orderly storage and stock control of central resources.
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14. Supporting the Central Operations & Governance Manager with championing development of IT knowledge and use of digital tools/software within the organisation.
 15. Supporting the manager with the delivery of health and safety processes ensuring that the SU's endeavours follow Health and Safety protocol.
 16. Raising purchase requisitions and requesting purchase order numbers in accordance with the SU's financial processes.
 17. Assisting the manager in the provision of metrics or other data, to assist in the evaluation of service delivery.
 18. Support and provide information and guidance to staff and elected officers on the relevant governing documents, policies and procedures
 19. To develop effective working relationships with Union staff across diverse business streams to ensure the processing of work.
 20. To propose and implement improvements to systems and processes based on experience and stakeholder feedback.
 21. To deliver all general administration requirements in line with the service, ensuring relevant processes, procedures and systems are followed and maintained.
 22. To provide excellent customer service to all stakeholders to assist in the development and championing of standards.
 23. To produce reports and updates when required.

General Responsibilities

1. Any other duties reasonably required by the elected officers with agreement from the post holder's line manager.
 2. To undertake relevant research/development projects as required from time to time.
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3. To lead and participate in departmental and cross departmental projects as required following standardised PMU processes appropriate to grade.
 4. To support and contribute to Your Students' Union's communities, committees, societies activities and campaigns as required.
 5. To attend meetings, conferences and training events as may be reasonably required, including appropriate Union Committees meetings as directed by the post holder's line manager.
 6. To work flexibly - this may at times include weekend and evenings.
 7. To abide by Your Students' Union's constitution, procedures and policies at all times.
 8. To be committed to the Union's values by being Helpful, Inclusive and Ethical.
 9. To demonstrate a commitment to equality of opportunity and diversity, together with an understanding of how it operates within the responsibilities of the post.
 10. Undertake any other duties commensurate with the grade range of the post.

I have read, understood and agree to the above duties.

Signed:

Date:

Person Specification and Shortlisting Criteria

Central Operations & Governance Coordinator

All applicants must have eligibility to work in the UK

Shortlisting criteria and required experience:

This is the list of criteria that shortlisting for interview will be based on, please ensure that you demonstrate your skill / experience in these areas in your application questions and / or CV.

1. Minimum Level 3 in Business Administration or equivalent experience in a comparable role – Essential
2. Experience of completing administrative tasks to a high standard and meeting tight (and conflicting) deadlines – Essential
3. Experience of minute taking at meetings – Essential
4. Proficient at using all Microsoft Office applications, including SharePoint – Essential
5. Excellent general IT skills and demonstrable evidence of being an early adopter in the use and development of digital solutions – Essential
6. Experience of working independently and showing initiative including proposing solutions and process improvements – Essential
7. Preparation and delivery of training sessions – Desirable
8. Understanding of Higher Education Organisation / Students' Unions or Membership Organisations – Desirable

Essential personal characteristics:

This is a list of personal characteristics that will be needed to be successful in the role. It is provided for your information to help you decide on whether the job role suits you and the skills that we will be keen to see demonstrated at interview.

- High level of attention to detail
- Excellent communication skills – verbal and written
- Excellent interpersonal skills and organisational skills
- A high degree of commitment to excellent customer care
- Ability to work well in a team
- Work on your own initiative without close supervision
- Good understanding and awareness of equal opportunity and diversity
- Flexible approach to working hours
- Willingness to champion our organisation values: (We are Helpful, We are Inclusive, We are Ethical)

All staff are expected to comply with all CUSU's policies and procedures.

