



JOB DESCRIPTION Operations Assistant	
RESPONSIBLE TO:	CEO
RESPONSIBLE FOR:	The Operations Assistant will play a key role in supporting the CEO and Project Team in the day to day tasks of administering, promoting and operating the Campus. The team as a whole are responsible for the delivery of a £multi-million programme of work covering construction (enabling activity and new-build); infrastructure improvements (including power, communications and public highways works); fitting-out and equipping of new laboratory spaces; and the capital procurement of a significant range of high value plant processing and analytical equipment.
LOCATION OF ROLE:	AIEC Ltd Offices, Gogerddan, Aberystwyth

JOB PURPOSE:
<p>The primary function of the Operations Assistant position is to support the entire project with their operational and administrative duties including the operation of the tenanted offices, basic financial and general administration, event organising and taking meeting minutes.</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 CEO, the role requires an energetic individual who embraces challenges and is passionate about delivering tasks accurately and in a timely manner and is experienced at dealing with both external and internal facing activities.</p> <p>Co-ordination of meetings and events</p> <ul style="list-style-type: none"> • Assisting the Project Team in organising internal and external meetings, workshops and events which will include finding suitable diary dates, facilities and catering, attendance records and name badges and liaison with delegates and staff • Supporting the Marketing and Partnerships Manager in the delivery of key events and in providing input into marketing materials <i>ad hoc</i> • To act as minute taker at monthly meetings, producing accurate minutes and actions lists for



circulation (usually within 48 hours of the meeting)

Record keeping and administration

- Maintaining Project directories, registers, plans, logs and other project management documentation (electronic and paper copies) and supporting the Project Team members in preparation of records
- Facilitating the payment of invoices from suppliers by adhering to the appropriate financial processes required by the Project funders (ERDF and UK Research and Innovation)
- Supporting the Equipment and Services Manager by carrying out administrative tasks such as entering ready prepared equipment specifications onto online procurement portals such as Sell2Wales
- General administration functions on behalf of the CEO and Project Team staff including answering telephone enquiries, printing, photocopying, creation and collation of materials and documents and CEO diary management

Tenant liaison and operational planning

- Assist in operating and managing the office premises, linking with external suppliers and tenants with regards to rented office space needs and fielding enquiries and signposting to appropriate colleagues/resources.
- Maintain procedures for new tenants and Associate and Virtual Members to the AIEC Office Block with applications forms, credit check controls and contracts to ensure customer satisfaction.
- Carrying out financial administrative tasks for the smooth operations of the tenanted offices
- Supporting the Project Team to put operating systems in place for the new Campus buildings

Human Resources and Health & Safety

- Manage the administration of AIEC Limited human resources including liaison with the company's HR Advisor, staff pre-contract documentation and staff contract extensions, recruitment procedures, payroll arrangements and other services.
- Day to day management of the AIEC Departmental sickness and absence reporting procedures.
- Providing induction into project arrangements and systems for new staff members.
- 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)	Accredited qualification in customer service and /or administration. Welsh language speaker.
PREVIOUS EXPERIENCE/ TRAINING	Have experience of working in a financial, customer service, operations, marketing or administration environment. Have experience of managing multiple requirements in a complex project situation.	Experience of working within a university environment. Experience in project management. Experience of public sector procurement. Experience of working to ERDF guidelines/within EU funded project(s). Experience of raising / processing invoices.
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.



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<p>Competencies</p>	<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. • Commercial Awareness- Able to demonstrate 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: