CANDIDATE PACK

Business Operations Administrator

Student and Academic Services



UNIVERSITY OF WESTMINSTER

OUR **UNIVERSITY**

Under the inspirational leadership of Professor Peter Bonfield OBE, the University of Westminster is a place where discoveries are made, barriers are broken, diversity is celebrated and where everyone is welcome. Serving more than 21,000 undergraduate, postgraduate, apprentice and executive students, our mission is to transform the lives of young people from all backgrounds. We seek to make the world a more inclusive, sustainable, better and healthier place through our educational, research and knowledge exchange endeavours.

Since our founding in 1838 we have stood out as innovators, committed to tackling social inequalities. In 2021, our University ranked 2nd in England out of more than 100 higher education institutions for social mobility. The ranking - produced by the Institute for Fiscal Studies and the Sutton Trust – compares the number of students from low-income backgrounds at universities, and the extent to which their studies helped them to move up the income ladder. Westminster has the second highest performance among universities in England.

As we focus forward to 2029, we will continue to do so in a way that is true to our progressive, compassionate and responsible values. Our education offer will be more personalised and authentic, giving students from all backgrounds an opportunity of transformative learning, helping them succeed in their studies and professional lives. Our curriculum will be employability-linked, leading to stronger outcomes and helping prepare our graduates for the world of work and for life. Our research and knowledge exchange will enable us to maximise our positive impact on societies in the UK and around the world in an environment where everyone is inspired to succeed. Our priorities of wellbeing, inclusion and sustainable development will help us as we navigate through the challenges and opportunities towards 2029.



OUR **PRIORITIES**

The University's 2022-2029 strategy, Being Westminster, sets us apart and builds on our unique history and achievements. In our University, we value social justice, moral conscience, inclusivity and equality, acting positively together to make change for good.

The University of Westminster has three priorities.

WELLBEING

Working and studying together at Westminster as a community of students and colleagues is a big part of our lives – doing so in an environment that places our wellbeing front and centre helps us to be safe and feel safe. We care for the safety, health and wellbeing of those around us as well as ourselves.

INCLUSION

All Westminster, colleagues and students are in a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and is a place where harassment and discrimination are not tolerated. As a responsible institution, we strive to ensure and to champion equality. As a progressive institution, we take pride in our diversity. As a compassionate institution, we commit to an inclusive culture that allows students and colleagues to reach their full potential.

SUSTAINABLE DEVELOPMENT

We take inspiration from the 17 United Nations' Sustainable Development Goals (SDGs) in how we drive our actions and activities and governance across our University. As a community, we bring together our collective energies to play our part in addressing the climate crisis and inequalities to enable a more sustainable and socially just world. We are one of the top 20 universities in the world in SDG 5 for providing equal access and supporting the academic progression of women. We are one of the top 25 universities in the world in SDG 10 tackling economic, health based and international inequalities. We are in the top 50 universities in SDG 12 for promoting resource and energy efficiency, having a sustainable infrastructure, and providing access to basic services for all.



OUR OBJECTIVES **2022-2029**

Against a backdrop of a changing and challenging higher education environment, the University has recently completed a major review of its objectives and strategy, and has published its commitments for the period 2022-29.

EDUCATION

We will offer personalised and authentic education, underpinned by an inclusive curriculum, to enable all our students, from all backgrounds, to engage in transformative learning and to succeed in their studies and professional lives. We will address global, political, and social challenges through a relevant demand-led and forward-looking portfolio. We will do this by offering authentic teaching, learning and assessment modes which immerse students in the wider-world through live projects, work-based learning and global opportunities. We will invest in our people to enable all teaching colleagues to plan and deliver exceptional learning experiences and professional colleagues to offer exceptional support. Students will be empowered by working in partnership with colleagues and fellow students to shape the Westminster experience. We will develop an integrated physical and digital environment that supports excellent practical, active and collaborative learning for all our students.

RESEARCH AND KNOWLEDGE EXCHANGE

Research and knowledge exchange are fundamental to our commitment to making a positive difference to the world and transforming lives. We are committed to research in four priority areas: Diversity and Inclusion; Health Innovation and Wellbeing; Sustainable Cities and the Urban Environment; Arts, Communication and Culture. Our excellence in research and knowledge exchange will infuse our education endeavour, inspiring and equipping our students as agents of change locally as well as globally. We will continue to grow our community of PhD researchers, ensuring that the Westminster postgraduate research experience remains sector leading and the foundation for great careers. In knowledge exchange we will focus on engagement with government, business and with the public and local community. We will achieve more when we identify shared interests and build partnerships with our communities and collaborate for the public good with a clear civic purpose.

EMPLOYABILITY

We will ensure that all our students benefit from employability-led learning and purposeful engagement with employers, business and industry, to give students from every background the best possible preparation for the world of work and enable the best possible employability outcomes. We will do this through the further extension and embedding of programmes such as work-based and placement learning; the Westminster Employability Award; Westminster Working Cultures; mentoring; and student enterprise. Employability-related learning will be a core and critical part of the courses and curriculum we offer, right across the University. It will be front and centre of life at the University for students and colleagues.



A key priority will be the development of a dedicated Centre for Employability and Enterprise at 29 Marylebone Road, intended to transform our student experience and our engagement with business, industry and employers. The Centre will provide a game-changing experience through which undergraduate and postgraduate students from across Westminster will come together and practise enterprise; develop an entrepreneurial mindset and skills; access training, work, projects, business advice and mentoring; and connect directly with employers. The future-focused environment of the Centre will scale up our employability provision, helping our students to be 'fit for the future' in the most challenging of post-pandemic labour markets and economic environments. It will strengthen links between our UK-based and international employer partners and our motivated, bright, work-ready students, affording employers access to a diverse mix of people right for the needs of the contemporary workforce.

GLOBAL ENGAGEMENT

We will raise the international reputation and reach of the University, ensuring that 30% of our undergraduate community and 70% of our taught postgraduates come to us from overseas. Overseas partnerships will remain central to our global engagements. We will prioritise the outward mobility of our students to partner institutions, Contributing to students' development of employability skills and competences. We will extend and deepen our Trans-National Education relationships. These partnerships, particularly that with Westminster International University in Tashkent, will move beyond franchised or validated arrangements to embrace employability, alumni-related research, CPD and knowledge exchange connections.



OUR STRUCTURE

ACADEMIC STRUCTURE

Our structure is built to deliver an enhanced learning environment, stronger and broader industrial, international and professional connections and pioneering and impactful research. The University comprises three Colleges:

Westminster Business School

- School of Organisations, Economy and Society
- School of Finance and Accounting
- School of Applied Management
- School of Management and Marketing

College of Creative Arts and Technologies

- School of Architecture and Cities
- Westminster School of Arts
- School of Computer Science and Engineering
- Westminster School of Media and Communications

Liberal Arts and Sciences

- School of Social Sciences
- Westminster Law School
- School of Humanities
- School of Life Sciences

The University Executive Board comprises:

- Vice Chancellor and President
- Deputy Vice Chancellor (Employability and Global Engagement)
- Deputy Vice Chancellor (Education and Students)
- Deputy Vice Chancellor (Research and Knowledge Exchange)
- Chief Operating Officer and University Secretary
- Three Heads of College

PROFESSIONAL SERVICES

Our Professional Services teams support the effective and professional delivery of our teaching, research and knowledge exchange and the management of student residences and sports facilities.

- Academic Registry
- Business Engagement and Graduate Futures Directorate
- Digital and Technology Services
- Estates
- Finance and Commercial Activities
- Global Engagement
- Global Recruitment, Admissions, Marketing and Communications
- Graduate School
- People, Culture and Wellbeing
- Research and Knowledge Exchange Office
- Strategy, Planning and Performance
- Student and Academic Services
- Learning Innovation and Digital Engagement



JOB DESCRIPTION

Job Title: Business Operations Administrator
Reports to: Business Operations Officer
Department: Student and Academic Services
Grade: NG3

ROLE PURPOSE

The postholder will be responsible for supporting the coordination of departmental administrative matters and projects including business planning, project support, event management, financial support, maintaining internal web pages, office systems and other cross-departmental management activities.

PRINCIPAL ACCOUNTABILITIES

1) To answer promptly all enquiries from colleagues as the first point of contact for the Business Operations Department via email and teams chat and provide excellent quality customer service to students, colleagues and stakeholders.
2) To provide efficient and effective administrative support to the Department, in particular to the Business Operations Manager and the Business Operations Officer, as directed.
3) To support in the management and effective planning of events within the Student and Academic Services (SAS) Directorate, including room booking, catering, liaising with Estates, sending invitations and feedback forms, and liaising with external guests.
4) Ensure that documents for meetings and events are correctly assembled and printed. Assist with document preparation, including PowerPoint slides, and ensure adequate filing and bring forward systems to allow quick retrieval of information.
5) To support financial activities, including raising requisitions, processing payments, managing invoices and ensuring timely approvals in line with organisational procedures.
6) To support with the purchase and delivery of office supplies across all campuses by managing requisitions, coordinating with suppliers, and ensuring timely delivery of materials. This includes maintaining inventory, processing purchase orders, and working closely with suppliers and colleagues to meet departmental needs efficiently.
7) To support in the organisation and cover of SAS helpdesks during recruitment events. This involves coordinating staffing, ensuring proper setup, providing necessary resources, and overseeing smooth operations to ensure a positive experience for prospective students.
8) To provide general administrative assistance for ad hoc student experience activities as and when required by the business including support of recruitment processes.



9) Undertake other duties within their competence and grade as reasonably directed by the Business Operations Officer or the Business Operations Manager.

CONTEXT

SAS provides professional, efficient, effective and consistent researcher and student-focused support and services. It leads on professional support for a wide range of governance, research, learning, employability and wellbeing interventions that enhance the experience of students, colleagues and alumni throughout their relationship with the University.

SAS activities are key to the delivery of the University's strategic objectives and enable the University to deliver on its mission:

To help students and colleagues from different backgrounds fulfil their potential and contribute to a more sustainable, equitable and healthier society.

To achieve this, SAS is organised into five clusters:

- Business Operations
- Employability and Graduate Success
- Learning Innovation and Digital Engagement
- Library and Archive Services
- Student Support and Residential Life

Uniting these services in a single Directorate enables a powerful synergy between support for learning, teaching, employability and research & knowledge exchange and co-locates these with the professionals who lead on student wellbeing. In turn, this informs the Whole-University approach to the wellbeing of all colleagues.

SAS teams contribute to increasing success in the NSS/PTES/PRES, TEF, REF, KEF and Graduate Outcomes and therefore positively impact league tables. Services delivered by SAS student-facing teams are critical to achieving the priorities of the University's Access and Participation Plan.

SAS is a large and diverse Directorate comprising circa 250 colleagues who, between them, work in every university building and have a strong online presence to support and collaborate with students and colleagues who prefer/need to work virtually. SAS teams are very flexible and roles evolve with changing needs. There is a strong commitment to developing the skills and capabilities of colleagues through a proactive programme of colleague development. The post holder will be expected to engage in personal development and to be a role model to all members of the team.
Business Operations is a small team consisting of the Business Operations Manager; a Business Operations Officer, a Business Operations Administrator, a Student Ambassador Programme Manager and a Student Ambassador Programme Administrator and several student associates (depending on project needs).

The Business Operations Administrator will work closely with the Business Operations Officer and the Business Operations Manager to support in the decision of operational matter. They will also promote the department and University internally and externally where appropriate, participating in relevant professional networks and developing a strong professional profile.



Maintaining a team ethos across multiple locations is a key responsibility of the post. Within the Directorate, the post holder will support the management of the development of SAS wide projects, events and committees in close consultation with key stakeholders across Professional Services to ensure delivery of a consistent, high-quality approach to customers, feedback and communication.

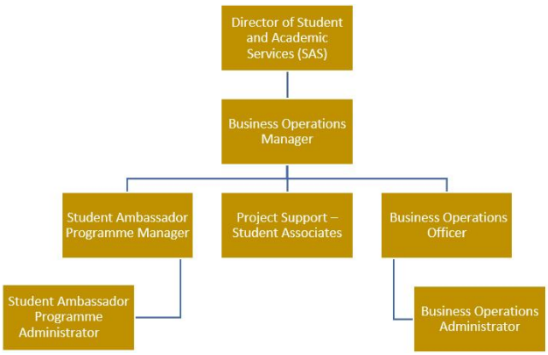
The postholder will support financial activities across the Directorate and with the purchase and delivery of office supplies across all campuses.

The University requires all postholders to have an understanding of individual health and safety responsibilities and an awareness of the risks in the work environment, together with their potential impact on both individual work and that of others.

This post is set up as an opportunity for graduates of the University of Westminster, and on that basis will be offered on a fixed term 16-month basis only. This will be an opportunity to learn more about working in an administrative function and gain experience for future employment opportunities. As such the role is ringfenced to graduates of the University of Westminster only.

Organisational Structure

Business Operations cluster within Student and Academic Services



DIMENSIONS

The Business Operations Department operates across all university campuses in the West End and at Harrow. All appointments are made on the understanding that colleagues will work at any of the service points should the need arise. The nature of this post means that the postholder will be expected to make regular visits to all sites and other University buildings.

The post holder will not have any direct reports.

The post holder will be expected to participate in University student recruitment events during some evenings and on some Saturdays.

The post holder will have the responsibility of keeping accurate records of expenditure (non-pay) but will not have any budgetary responsibilities.



PERSON **SPECIFICATION**

QUALIFICATIONS

Essential

- A recent University of Westminster Graduate

TRAINING AND EXPERIENCE

Essential

- Experience of working in an administrative or customer service position and delivering a high standard of customer care.
- Excellent digital skills including experience of office-related applications (word processing, spreadsheets, presentations etc.), web-based research tools and networked communication.
- Experience in supporting the organization of events, including booking rooms, organising catering, sending invitations, registrations, coordinating diary dates or similar activity.
- Experience of working in a team.
- Experience of maintaining accurate records.

Desirable

- Experience of working in a business operations department.
- Familiarity with the University and its facilities and services.
- Experience in the use and application of financial/purchasing software.
- Experience in raising requisitions, including processing purchase orders, ensuring compliance with internal procurement policies.

APTITUDES, ABILITIES AND PERSONAL ATTRIBUTES

Essential

- Strong oral and written communication skills and the ability to successfully communicate with colleagues from a range of different professional and technical disciplines.
- Ability to establish good working relationships with colleagues, students and external bodies.
- Ability to work in an efficient and organised manner with the ability to prioritise and handle multiple tasks.
- Ability to collaborate and build connections between services and projects
- Ability to use own initiative and consider the wider context and implications when problem-solving and making decisions.
- Ability to use tact and discretion when working with sensitive and personal issues.
- Excellent attention to detail and the ability to work under pressure
- Ability to understand stakeholder needs and assess potential impact when making decisions.



- Self-motivated, with a proactive approach to problem-solving.
- Comfortable with ambiguity and change.
- A flexible attitude to changing workloads and priorities.
- Culturally aware with a commitment to EDI (Equality, Diversity and Inclusion)
- Commitment to the University's vision, mission and values.
- Fully committed to contributing to a stimulating learning and working environment which is supportive and fair, based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.
- Committed to their personal and professional development.



FURTHER **INFORMATION**

VACANCY TYPE

This post is part-time, 30 hours per week and fixed-term for 20 months (until 31st August 2028). Temporary cover for a colleague on secondment, who will return to the role at the end of their placement.

SALARY

Salary will be £28,139-£30,658 per annum (pro-rata) on NG3 scale. The full-time salary would be £32,829-£35,768 per annum.

LOCATION / SMART WORKING

This post is based at Central London.

The University has adopted Smart Working principles to support and further our Equality, Diversity and Inclusion aims of being an inclusive, collaborative and flexible employer. Further details of Smart Working can be discussed at interview stage including any hybrid working.

RIGHT TO WORK

The Home Office requires all employers to ask all potential employees for supporting documentation to confirm that they are legally permitted to work in the United Kingdom. This applies irrespective of the duration or tenure of the contract. Please note that a right to work check will need to be carried out in line with Home Office guidance if you are to be offered this position. This will need to be completed prior to a formal written offer of employment being made to you.

If you do not currently have the right to work in the UK, we would encourage you to consult the UK Visas and Immigration website for further information. Depending on the role and if the relevant criteria are met, the University may be able to provide sponsorship. This would be discussed further should you be offered the post. Please note that sponsorship is not guaranteed for every role due to immigration rules and eligibility restrictions.

PENSION SCHEME

The post is superannuable under the Local Government Pension Scheme (LPFA)

EQUALITY, DIVERITY AND INCLUSION

At the University of Westminster, diversity, inclusion and equality of opportunity are at the core of how we engage with students, colleagues, applicants, visitors and all our stakeholders.

We are fully committed to enabling a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.



BENEFITS

The University offers a range of wellbeing and work-life balance benefits to recognise and reward the essential contribution our colleagues make to success and growth. Our benefits are inclusive for colleagues of all backgrounds including LGBTQ+ colleagues, disabled colleagues, pregnant colleagues, parents and carers, as well as colleagues of all genders, age, ethnicities, nationalities, religion and beliefs, and marriage and civil partnership status. Information on our benefits can be found at our Benefits Webpage

FREE SPEECH COMPLAINTS SCHEME

The Office for Students (OfS) operates a free speech complaints scheme. Under that scheme, the OfS can review complaints about free speech from non-student members, staff, applicants for academic posts and (actual or invited) visiting speakers. The scheme is free to use. Information about the complaints that the OfS can review is available on its website [www.officeforstudents.org.uk/for-providers/freedom-of-speech/free-speech-complaints/].

HOW TO APPLY

To apply for this vacancy, please visit our internal only vacancies page where you will be able to register as a candidate and complete your online application.

You will be requested to upload a CV which will be used to populate relevant sections of your application. You will also be requested to complete a concise statement in support (ideally no longer than 1000 words), addressing the criteria in the Person Specification and your motivation for applying.

Please note that the application form contains an equality, diversity and inclusion section which must be completed. This information will not be made available to the selection panel and will not form any part of either the shortlisting or decision-making process.

The deadline for receipt of applications is 11.59pm on 09 December 2026

Interviews will take place on 17th & 19th December 2026.

You will be fully informed of the outcome of your application.





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