



Operations Officer

Context

UCL School of European Languages,
Culture and Society (SELCS)
Faculty of Arts and Humanities

Job Description

Administrative Officer (Operations)

Department: School of European
Languages, Culture and Society
(SELCS)

Grade: 6

Location: Bloomsbury, hybrid
with a minimum of 40% on
campus

Reports to

SELCS is a world-leading centre for teaching, research and public engagement, focussing on the literature, linguistic traditions, history, sociology, philosophy, art, film and other aspects of the cultures associated with the languages we teach. Our taught programmes are innovative and interdisciplinary; academic colleagues and students engage with many urgent concerns facing the world today by understanding Europe's languages, cultures and histories and their impact globally.

The SELCS Professional Services team provides a wide range of administrative support to facilitate the delivery of teaching and research activity. The team comprises 15.2 Full Time Equivalents (FTE) which is broadly split between two functions, Teaching and Student Support and Operations. We work collaboratively across the two functions and all team members share responsibilities, learn from and cover for each other as necessary. **Main purpose of the job**

This post is one of three identical roles and provides professional, comprehensive administrative support for staff and students in SELCS. The post holder works collaboratively, advising and sharing knowledge, supporting colleagues as necessary. The post holder builds and maintains good working relationships with academic colleagues across SELCS, ensuring administrative tasks are handled appropriately.

The post is cyclical in nature, experiencing peaks and troughs across the academic year. The post holder is expected to take annual leave appropriately and will on occasion, with notice, need to work outside of standard office hours in order to meet the requirements of the post (time off in lieu will be given in these instances).

This is a fixed term maternity cover position, from 3rd August 2026 – 30 July 2027. The successful candidate will be expected to take up the position on 3rd August 2026, or as soon as possible thereafter.

Duties and responsibilities General

Administration:

- First point of contact for staff and students, dealing with enquiries both face to face and across a variety of media, providing a friendly and welcoming environment, offering advice and support as appropriate but also knowing when to refer or escalate issues.
- Developing efficient and effective office systems
- Liaising with central services e.g., internal post room, porters, IT support or security as necessary
- Ordering goods and services such as stationery, catering, furniture or making hotel bookings, following UCL's standard procedures.
- Assisting with staffing administration procedures (e.g. recruitment, one-off payments), supporting the Operations Officers as required
- Giving practical support to new staff members and visitors
- Liaising with colleagues in relation to general administrative matters and assisting where appropriate
- Providing support and information to the Departmental Manager, Programme Directors and the Head of Department as required

Space and Facilities:

- Checking departmental spaces on a regular basis, ensuring that any maintenance or health and safety issues are reported or escalated as appropriate
- Carrying out work station assessments as required, in line with healthy and safety guidelines
- Requesting and issuing keys for departmental spaces as required; ensuring meticulous records are kept in relation to this.
- Regular monitoring of print devices in departmental spaces, in line with UCL's managed print service, providing paper and logging issues or requests as needed
- Acting as a computer and print rep: dealing with any IT queries or problems, understanding when to refer problems to UCL's IT support teams
- Acting as a Fire Evacuation Marshall and / or First Aider as needed

Communications support: □

- Assisting with student recruitment projects and procedures, supporting the Operations Officer(s) as required
- Dealing with prospective student enquiries via a busy shared mailbox, responding in a friendly but professional and timely manner, knowing when to escalate queries
- Maintaining promotional information aimed at prospective students, including but not limited to departmental pages (both print and online) of the UCL prospectuses
- Organisation of interviews for prospective post graduate students, in close liaison with academic colleagues
- Supporting the organisation of events such as open days, guest lectures, seminars, conferences, public engagement programmes, social events (e.g. booking rooms, audio visual equipment, catering or hotels), liaising with UCL's central services as needed
- Amending and updating departmental social media channels
- Amending and updating departmental web pages or other sources of information
- Scheduling and minuting meetings and committees

Other Responsibilities:

- Attending and contributing to team and staff meetings as required and attending appropriate training / developmental activities.
- Maintaining an awareness and observation of Fire and Health & Safety Regulations
- Actively complying with and promoting UCL’s equal opportunities, diversity and inclusion policies and strategies

As the needs of the department and the institution evolve, this job description will be reviewed regularly and amended as necessary in consultation with the post holder.

General □ Follow and actively promote the UCL Ways of Working.

- Takes responsibility to carry out duties in a way that embodies UCL's environmental and social sustainability values, actively supporting UCL's Sustainability Strategy, policies and objectives within the remit of their role.
- Carry out any other duties within the scope, spirit and purpose of the job as requested by the line manager.
- This job description may be reviewed and be subject to amendment in consultation with the post holder.
- UCL offers hybrid working where appropriate and the successful applicant may normally work remotely for up to 40% of the week if they wish. This usually equates to a minimum of two days per week but will sometimes be more than this, according to the departmental calendar of activities.

Person Specification

Note to job applicant: copy and paste the following criteria into your “Statement in support of your application” and describe underneath each criteria how you meet it, giving examples. You will be scored on how you meet each criteria.

Essential Criteria	Assessment method (Application form/ Interview / Practical Test)
Qualifications, experience and knowledge	
Educated to A level or equivalent	Application
Previous experience of working in a Higher Education institution in an academic unit or in a comparable role	Application / Interview
Good understanding of the UK higher education system and the issues currently facing the sector	Application / Interview
Skills and abilities	

Clear verbal and written communication skills (including accurate grammar, spelling and punctuation).	Application / Interview
A good team player, with an ability and willingness to work both collaboratively within a team but also independently when required	Application / Interview
Strong time management skills and the ability to prioritise effectively	Application / Interview
Ability to multitask and work productively in a busy environment where interruptions can occur frequently	Application / Interview
Excellent attention to detail	Application / Interview
Ability to work well and remain calm when under pressure	Application / Interview
Strong IT skills, with experience of using Microsoft Office packages in a professional setting to a high standard	Application / Interview
Ability and willingness to learn new systems and processes as necessary, sometimes at short notice, with an ability to learn quickly	Application / Interview
Ability to adapt positively to change, with flexibility and resilience in a changing environment	Application / Interview
UCL Ways of Working	
Having a positive and helpful approach to work	Application / Interview
Understanding other people’s perspectives	Application / Interview
Understanding your responses to stress, and developing personal resilience strategies	Application / Interview
Taking responsibility for your work	Application / Interview
Desirable Criteria	Assessment method (Application form/ Interview / Practical Test)
Good understanding of issues currently facing Modern Languages within the Higher Education sector	Application / Interview
Experience of organising events in a professional setting	Application / Interview