

# PHES Operations Officer

## Job Description

0.6 FTE – Maternity Cover

### We are...

Professional HE Services (PHES) is an umbrella company for membership organisations in the UK Higher Education sector. PHES is the corporate “parent” to seven Special Interest Organisations (SIOs), and between them, these organisations support UK university staff who work in the areas of estates, facilities management, legal, internal audit, commercial and campus services, finance, procurement, strategic planning, and HR. We currently employ 39 staff across the UK.

### We are looking for...

An **Operations Officer** to join our team and perform this crucial business support role. We have recently increased the number of associations we work with and the number of staff we employ, which has seen an increase in the operational support we require. The successful candidate will become an essential part of the team, providing operational and administrative support to the Managing Director.

This role is for 22.2 hours a week (0.6 FTE) and is fixed term for a period of 12 months or the earlier return of the postholder. The anticipated start date is the 1<sup>st</sup> September 2025 to allow for a handover period with the current postholder.

The post-holder reports to the PHES Managing Director and has no line management responsibilities. This role will be UK home-based and include some UK travel and occasional overnight stays to attend team meetings.

### You need to be...

Someone who can use their **first-class organisation and computer skills** to be an integral part of the team, providing operational support.

Because you will need to...

- Manage the annual member subscription renewal process, including administering any changes during the year.
- Be proactive and identify opportunities for improvement and efficiency.
- Coordinate the signing of all contracts and store them appropriately.
- Coordinate the insurance renewals, collating appropriate information and dealing with our insurance broker.
- Monitor various compliance reports, policies and processes and alert the Managing Director of any concerns.
- Send out staff surveys and organisation-wide communications as directed.
- Manage the office car parking process.
- Maintain the PHES website.
- Arrange PHES Board meeting dates, venues, catering and accommodation.
- Provide administrative support to the Managing Director.

Someone who can use their **excellent administration and communication skills** to support our people management processes. You will need to demonstrate **strong attention to detail and accuracy**.

Because you will need to...

- Handle confidential information with sensitivity and discretion, and in compliance with data protection regulations.
- Ensure the performance development processes are being followed and the documentation around appraisals and reviews is completed and stored correctly.
- Create and manage updates to the annual leave tracker.
- Support the staff recruitment processes, including producing adverts, handling the application and shortlisting process, liaising with candidates, scheduling of interviews and collecting references.
- Liaise with our external HR services provider for complex requests.
- Support and coordinate the onboarding process for new starters.
- Schedule periodic staff reviews across all teams, including probationary period reviews.
- Maintain an accurate and efficient HR database with employee information and documentation.
- Ensure staff personal and emergency contact information is up to date and stored appropriately.
- Produce sickness and absence monitoring reports.
- Manage the annual staff workstation self-assessment process and deal with any actions.
- Ensure accurate staff CPD records are kept, to support our commitment to staff development.

A great **team player** who is happy working in a **small team** and willing to share ideas.

Because you will need to...

- Work in a busy team environment, with different colleagues on different days.
- Be able to work effectively as part of a team as well as be self-sufficient.
- Sometimes work outside normal office hours when attending team meetings and events.
- Undertake any other duties as directed by the Managing Director.
- Commit to always observing the organisation's Equity, Diversity and Inclusion Policy.

You might also have...

- Experience of working in a membership organisation.
- Knowledge of the UK higher education sector.

We will offer...

- This role is for 22.2 hours a week (0.6 FTE) and is fixed term for 12 months or the earlier return of the postholder.
- A competitive annual salary at **Grade 6 £30,805 - £35,116 pro rata** dependent on qualifications/experience.
- A defined contribution pension scheme with **7.5% employee and 16% employer** contribution rates, together with life insurance.
- **30 days' holiday pro rata**, plus bank holidays and discretionary days' office closure.
- Support for **CPD** and appropriate training.
- This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.

Professional HE Services Ltd is a Company Limited by Guarantee registered in England. Company no. 08080702  
Registered Address: 3 Holywell Drive, Loughborough University, Loughborough, Leicestershire, LE11 3TU  
Directors: Gill Ball, Melvyn Keen, Kim Frost, Dominic Fryer (Managing Director)