



UNIVERSITY OF LEEDS

## CANDIDATE BRIEF

**Operations, Administration and Project Support Officer, National Centre for Atmospheric Science, Faculty of Environment**



**Salary: Grade 5 (£27,344 – £31,387 p.a. depending on experience)**

**Reporting to: Gemma Cornish, NCAS Operations and Projects Support Manager**

**Reference: ENVNC1030**

**Fixed term until 31 March 2027 to complete specific time limited work**

**Location: University of Leeds (with scope for hybrid working)**

**We are open to discussing flexible working arrangements**

# Operations, Administration and Project Support Officer, National Centre for Atmospheric Science, Faculty of Environment

## Overview of the Role

**Are you an effective administrator with experience of supporting the day-to-day operations of a busy department, office, hotel or meeting venue? Do you have experience of coordinating and delivering a range of in-person, online, and hybrid meetings and events? Can you prioritise a busy workload and do you thrive when given responsibility for a range of different projects and tasks? Would you like to play a core role in supporting the activities and projects of a world class scientific research centre?**

The [National Centre for Atmospheric Science](#) (NCAS) is one of the six research centres supported by the Natural Environment Research Council (NERC). NCAS pursues long-term research in Climate and High Impact Weather, Air Pollution and Long-Term Global Change. In addition, NCAS provides UK research scientists and others with services and facilities in atmospheric science through the FAAM Airborne Laboratory, the Atmospheric Measurement and Observations Facility, the Centre for Environmental Data Analysis, and the Computational Modelling Services. NCAS is entirely embedded within several universities and other organisations, including the universities of Leeds, Manchester, York, Reading and Cranfield along with the Rutherford Appleton Laboratory.

NCAS is seeking to employ an Operations, Administration, and Project Support Officer to join the NCAS Operations Team based at its headquarters in Leeds. As a core member of the team, you will have a varied role in supporting the effective operations and activities of the NCAS HQ building, training rooms, and meeting spaces. You will support the organisation and delivery of a wide range of online, hybrid, and in-person meetings and events, and you will be given responsibility for supporting the delivery of a range of projects and other activities across a wide-range of organisational and scientific areas.

NCAS works in partnership and collaboration with many organisations, and has staff and Directors hosted by a number of different universities. Whilst based in Leeds, you will provide support across NCAS. Occasional travel to other NCAS locations and meeting venues in the UK may be required, including occasional overnight stays.



This role reports to the NCAS Operations and Projects Support Manager.

The NCAS Operations Support and Administration Team are required to support the effective functioning of the NCAS HQ building which is open Monday to Friday. It is therefore an expectation that this role will require on-campus working.

Occasionally, additional hours and/or flexibility in working hours or days will be required leading up to and during certain large events and meetings. Occasional evening and weekend work, travel and overnight stays away from Leeds may also be required. Any additional hours will be repaid as overtime and/or as time off in lieu.

## Main duties and responsibilities

- Organising and administering a range of internal and external meetings and events, including confirming dates and attendee availability; processing registrations and payments; booking space, catering, travel and accommodation; producing delegate lists, delegate packs and name badges; logistical and administrative support including set-up, note taking, and post-event follow up including feedback and sharing meeting notes and actions;
- Undertaking a range of duties, providing operational support for the effective management of NCAS HQ office space, training rooms and meeting facilities. This includes, completion of building and compliance checks, maintenance reporting and monitoring, visitor management, keys and access control, building inductions for new staff, acting as a designated Fire Warden, ordering office supplies and other services, servicing meetings and meeting space, tidying kitchen / communal areas, ensuring hospitality provision etc.;
- Acting as the first point of contact for enquiries (telephone, email, post, in person), managing assigned email inboxes, responding professionally and using judgment and discretion in resolving, holding, referring, or forwarding as appropriate;
- Contributing to the efficiency and effectiveness of administrative systems and operational processes, taking responsibility for identifying areas for improvement and ensuring that systems and procedures are well documented, updated, and appropriately shared;
- Developing and maintaining excellent working relationships with a wide variety of contacts including senior NCAS staff, NERC Centre Directors and other stakeholders across NCAS, host universities, and the Natural Environment community;



- Providing temporary cover and support for other members of the team as and when required;
- Providing administrative and operational support for assigned NCAS projects and initiatives including proactively organising, promoting, and supporting a range of events and training courses, such as meetings, seminars, forums, workshops, and summer schools;
- Providing full administrative and organisational support for a range of meetings/committees; distributing agendas, papers and joining instructions; recording meeting notes, actions and agreements; and liaising with action owners to track the progress of actions;
- Creating, populating and maintaining document management systems and microsites to support projects, events, courses, meetings and committees;
- Supporting the collection and collation of data and information required for internal and external reporting and compliance.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.

## Qualifications and skills

### Essential

- Experience of working in, and supporting the effective day-to-day operations of, a busy department, office, hotel, meeting venue, or similar, demonstrating experience in organising and delivering a range of in-person, virtual, and hybrid meetings, events including planning, administration, venue booking, set-up, registration, and follow-up feedback;
- Excellent IT skills, including experience in the use of Microsoft Office 365 software including Word, Excel, and PowerPoint (or equivalent), working with databases and mailing lists, and experience of using video conference systems in a work environment and/or meetings and events context;
- Effective time management and organisational skills, with the ability to prioritise, manage and meet tight or conflicting deadlines, work effectively under pressure, and balance the needs of a range of different stakeholders;
- Excellent interpersonal and communication skills with the ability to convey complex information in a clear and concise manner, to a high degree of accuracy, and with excellent attention to detail;
- Excellent customer service and problem solving skills with the ability to work as part of a team and on own initiative, offering a creative, flexible and positive



approach to addressing challenging situations or circumstances and contributing positively to overall team objectives;

- Willingness to work flexibly at times, which will include traveling to attend and support meetings and events nationally; requiring some extended days, with occasional evening and weekend working, sometimes involving overnight stays. This will be discussed and agreed in advance.

### Desirable

- Experience in the use of G Suite Tools (Google Drive, Calendars, Sites, Docs, Sheets), website administration, and content management systems;
- Knowledge and understanding of basic building maintenance, including conducting building checks and fault reporting.

## **Additional information**

Please note: If you are not a British or Irish citizen, from 1 January 2021 you will require permission to work in the UK. This will normally be in the form of a visa but, if you are an EEA/Swiss citizen and resident in the UK before 31 December 2020, this may be your passport or status under the EU Settlement Scheme.

Please note that due to Home Office visa requirements, this role is not suitable for first-time Skilled Worker visa applicants.

Information on other visa options is available at: <https://www.gov.uk/browse/visas-immigration/work-visas>

### **Our University**

As an international research-intensive university, we welcome students and staff from all walks of life and from across the world. We foster an inclusive environment where all can flourish and prosper, and we are proud of our strong commitment to student education. Within the Faculty of Environment we are dedicated to diversifying our community and we welcome the unique contributions that individuals can bring, and particularly encourage applications from, but not limited to Black, Asian and ethnically diverse people; people who identify as LGBT+; and people with disabilities. Candidates will always be selected based on merit and ability.

The Faculty of Environment has received a prestigious Athena SWAN silver award from [Advance HE](#), the national body that promotes equality in the higher education sector. This award represents the combined efforts of all schools in the Faculty and



shows the positive actions we have taken to ensure that our policies, processes and ethos all promote an equal and inclusive environment for work and study.

Find out more about the [National Centre for Atmospheric Science](#) and [its relationship with the School of Earth and Environment](#)

Find out more about the [School of Earth and Environment](#)

Find out more about the [Faculty of Environment](#)

Find out more about our [Research and associated facilities](#).

Find out more about [Equality](#) in the Faculty.

### **Working at Leeds**

We are a campus-based community and regular interaction with campus is an expectation of all roles in line with academic and service needs and the requirements of the role. We are also open to discussing flexible working arrangements. To find out more about the benefits of working at the University and what it is like to live and work in the Leeds area visit our [Working at Leeds](#) information page.

### **Candidates with disabilities**

Information for candidates with disabilities, impairments or health conditions, including requesting alternative formats, can be found on our [Accessibility](#) information page or by getting in touch with us at [foehr@leeds.ac.uk](mailto:foehr@leeds.ac.uk).

## **Criminal Record Information**

### **Rehabilitation of Offenders Act 1974**

A criminal record check is not required for this position. However, all applicants will be required to declare if they have any 'unspent' criminal offences, including those pending.

Any offer of appointment will be in accordance with our Criminal Records policy. You can find out more about required checks and declarations in our [Criminal Records](#) information page.



