

Post: Operations Administrator

Key details

- Working pattern:** Fixed contract until the end of July 2025. Part-time, flexible role. The post holder will work 21 hours per week (60% of a full-time employee), some flexibility but with an expectation that core hours of 4-5 hours will be worked at least 4 days per week.
- Location:** Hybrid role, partly working in the office in Market Harborough, Leicestershire (usually Wednesdays and Thursdays) with the remaining time working from home. Alternative working arrangements may be considered in response to candidate or business needs.
- Reporting to:** Business Improvement & Compliance Manager.
- Salary:** The full-time equivalent salary for this role is £24,500 and it will be pro-rated.

Background to the company and the role

RSAcademics exists to help schools thrive and is a trusted consulting partner for schools worldwide. We find and develop leaders, guide decision-makers and make connections. We are known for our network and knowledge, our influential research and the results we achieve through a wide range of relevant and high-quality services.

More information on RSAcademics and its partners can be found on the relevant websites:

- RSAcademics <https://www.rsacademics.com/>
- iGNIS <https://ignisnetwork.org/>
- All-in Education <https://www.allineducation.co.uk/>

The role of Operations Administrator sits within RSAcademics' Central Operations team. The department has a broad remit with HR, marketing, finance, administration, IT and systems, business process and compliance all playing a part in the business' success. On a day-to-day basis the Central Operations department's raison d'être is to keep the business functions on track, but from a strategic perspective, the team is the driving force behind our aim to grow sustainably, enhance our market position and expand our services in response to client need.

RS Academics is a growing business, and the role of Operations Administrator has been created to ensure that our high standards are maintained as we grow,

Job purpose

The role of the Operations Administrator is a new role that has been created to assist client project teams and share project workload. The postholder will work across all business areas, handling the administrative aspects of new projects (e.g. preparing client contracts and data sharing agreements, entering relevant information into our CRM system, (Salesforce) and in a timely manner.

The postholder will also proof-read brochures, prepare project timelines and produce progress reports. In a nutshell, you will be the kind of person who enjoys variety and lending a helping hand.

Key responsibilities

The Operations Administrator will work across our Leadership Appointments and Consultancy Services teams.

1. Contract administration – primary responsibility for:
 - Drafting and managing client contract documentation – contracts, schedules, data sharing protocols and amendments
 - Sending contracts and key documentation via DocuSign to clients
 - Handling minor queries from clients
2. Project set-up – joint responsibility for:
 - Creating projects on Salesforce via templates
 - Assigning resources
 - Setting billable milestones & key dates
3. Project Administration - primary responsibility for:
 - Managing the secure exchange of data via the preparation of Data Processing Agreements and ensuring the safe transfer of data to meet GDPR requirements
 - Proof reading – presentations, surveys (both written and online versions), candidate information brochures, candidate summaries
 - CRM support- ensuring colleagues keep the business area pipelines up to date and support project management and data cleaning efforts on Salesforce
 - Help to prepare, format and communicate documentation to support the timely progress of various stages of consultancy services research projects
 - Assist the Consultancy Services Research Team with the coding of written comments provided by respondents completing online surveys, according to guidelines

- Assist with the storage and organisation of documents and other files held on Teams and other IT systems, according to guidelines
4. Provide cover for the Operations Administrator (Client and Internal Appointments) when necessary. This will include:
 - Monitoring the Appointments Operations Team inbox - saving and acknowledging applications and letters within 48 hours of their receipt and passing on all requests/queries
 - CRM - uploading applicant data (employment history, contact details etc), and updating status and any other required project fields
 - Under the direction of Project Coordinators, supporting applicant and client communications as necessary
 - Preparing candidate summary templates for preliminary interviews
 5. Compliance - primary responsibility for:
 - Proactively supporting the Teams in ensuring full compliance with GDPR and Safer Recruitment
 - Managing housekeeping - work closely with *Operations Administrator (Client and Internal Appointments)* to ensure project documentation is stored in accordance with appropriate retention periods
 6. Other
 - Work closely with colleagues to identify and develop new, or streamline, existing processes
 - Ad hoc projects

Person specification

- Attention to detail and high levels of accuracy (in following processes and in writing)
- Strong organisational skills, including proven ability to work simultaneously on multiple projects, prioritise (according to business needs) and work under pressure/to deadlines
- Client-focused approach
- Ability to communicate confidently and effectively with internal teams across the business, clients and candidates
- Confident with Microsoft Office 365 (ideally including Teams, Outlook, Word and Forms)
- Comfortable learning to use new software
- Ability to work on own initiative, supporting colleagues when requested, and being confident to ask questions
- Happy to hit the ground running and get stuck in
- Respect for confidentiality and integrity

The application process

Applications should be made electronically. Please click on [Apply Now](#) and upload your documents according to the instructions provided.

The closing date for applications is 10am on Tuesday 29th October.

You should submit:

- An up-to-date CV
- A covering letter addressed to Karen Rawlings, Director of Operations. The letter should explain why the position interests you and your suitability for the role. Please ensure your letter is concise and no more than one page in length.

The process is as follows:

- All applications will be acknowledged by email. If you have not received acknowledgement that your application has been received within two working days of sending it, please contact our Head Office
- All applications will be reviewed upon receipt and interviews will take place throughout the month
- We reserve the right to close the vacancy early should we make an appointment before the application deadline. **Early applications are encouraged.**

If you have any questions about the role or your application, please contact Amy Murphy, Project Administrator, at applications@rsacademics.com. Amy can also be reached by calling our Head Office on +44 (0)1858 383184.

RS Academics is committed to promoting diversity and inclusion in schools and to safeguarding the welfare of children and young people. Applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure & Barring Service.