



Operations & Compliance Coordinator

Overview	
Job title:	Operations & Compliance Coordinator
Responsible to:	Finance & Operations Director
Responsible for:	n/a
Grade:	Grade 5 (St John's College Graded Pay Scale)
Salary range:	£28,081 per annum (Whole Time Equivalent).
Contract type:	Substantive, full-time, 1.0 WTE (35 hours per week)
Working arrangements:	Flexible working may be possible for this role but there is an expectation that at least 50% of the role will be undertaken on site.
Pension:	St John's College Group Personal Pension Plan
Holidays:	27 days annual leave plus statutory holiday and University customary days, pro-rata.
Start date:	ASAP
Closing date:	Friday 29 th November 2024 (12.00pm)
Interview date:	Tuesday 3 rd December 2024 (afternoon)

ABOUT ST JOHN'S COLLEGE

St John's College is one of the smallest Durham colleges, renowned for our welcoming atmosphere. Founded in 1909 and set in a series of beautiful, listed buildings in the heart of Durham city, our community enjoys stunning views of Durham Cathedral and boasts gardens and lawns stretching down to the River Wear. Each year we have around 270 students resident in the College – undergraduates and postgraduates studying for degrees at Durham University, as well as students of Cranmer Hall, a theological College within St John's. The College has a degree of independence within the University, both financially and in its governance, meaning that we have the freedom to do things a little differently. Throughout the year, the College's Christian ethos translates into warm hospitality. All our different staff teams work closely together with our students to create the unique John's experience.

JOB SUMMARY AND PURPOSE

The *Operations & Compliance Coordinator* works as part of the wider Finance & Operations Directorate and plays an important role in providing coordination and administrative support to the Finance & Operations Directorate team, coordinating the College's monitoring of compliance requirements, as well as delivering a portfolio of continuous improvement initiatives under the supervision of the *Finance & Operations Director*. The *Operations & Compliance Coordinator* will support the implementation of the College's Data Protection Policy and will act as a single point of contact for the support of AV and IT assets in public rooms in College.

The role requires excellent attention to detail and record keeping as well as the ability to communicate clearly and efficiently with a wide range of staff, students and wider stakeholders. The postholder will make an essential contribution to the College's aim of creating a compliant, safe and healthy environment for staff, students and visitors in which to work, study and live.



KEY RESPONSIBILITIES

College Operations

- Supporting the *Finance & Operations Director* in providing improved coordination and administration across the College's operational and professional service teams.
- Overseeing and administering the Directorate's planning cycles, communicating with internal departmental leads and external stakeholders.
- Providing administrative support in the planning and communication associated with the *Estates Asset Management Plan (AMP)*.
- Supporting opportunities to improve internal communication between operational services and with Johns and Cranmer Hall.
- Working with Operational Heads and the *Compliance and Health & Safety Administrator* on the administrative delivery of H&S activities and initiatives.
- Seeking opportunities to streamline the administration and organization of the College's operational services.
- Providing administrative support for relevant meetings including Health and Safety Committee, taking minutes, drafting and distributing documents in standard College formats.

Statutory and health and safety compliance administration

- Responsible for accurate statutory compliance records, certification, staff training records and risk assessments, alerting relevant staff of pending deadlines.
- Update and monitor the compliance dashboard and risk assessment register, reporting to the Finance and Operations Director and College Officers on issues of compliance and conformity in a proactive and timely manner.
- Liaise with key University H&S contacts including Durham University's Compliance Manager and designated H&S business partner.
- Work closely with internal departmental managers to ensure compliance, providing advice and support where necessary.
- Under the supervision of the Finance and Operations Director, draft or redraft safety policies and processes to a high standard as well as other key business documentation.
- Provide support and signpost colleagues and students to health and safety information and contacts, including policies, risk assessments and specialist contacts.
- Oversee the portfolio of college H&S policies, communicating updates and creating a review schedule.
- Assist with the administration of GDPR compliance including assisting with accurate and timely responses to subject access requests.

Projects

- Delivering discrete projects and change initiatives under the direction and supervision of the *Finance & Operations Director*. Projects may include, but are not limited to, GDPR compliance, HR administration, H&S initiatives, estates management, and the ordering of legal and financial records.
- Providing co-ordination and administrative support in the delivery of major capital works projects.



- Providing administrative support and co-ordination for the *Carbon Emissions Reduction Plan - Working group*.

Human Resources Administration

- Assist the HR Manager with the review of staff induction, probation, annual review and training records, ensuring internal compliance, escalating non-conformity where necessary.
- Review contracts and associated documentation held on HR files and escalate non-conformity where necessary.
- Assist with HR internal record keeping ensuring compliance with GDPR.
- Assist with the introduction and maintenance of the Sage HR programme.

GDPR

- Providing administrative support to the *Finance & Operations Director* in their role as *Data Protection Officer* and the implementation of the Data Protection Policy across the College.
- Providing administrative support for Subject Access Requests, acting as a single point of contact for requestors and staff.

College IT and AV Management

- Acting as the single point of contact for staff for queries relating to AV and IT equipment located in teaching and public rooms in College.
- Providing basic training to staff on public facing AV and IT equipment.
- Overseeing the use and maintenance of public facing AV and IT equipment.

Other

- Maintaining awareness of and compliance with relevant Durham University and St John's College policies, regulations and procedures.
- Maintaining continuing professional development.
- Undertaking other duties appropriate to the grade and role, as directed by the *Finance & Operations Director*.



PERSON SPECIFICATION

	Criteria	Essential	Desirable
1	Five GCSEs at least Grade C or level four (or equivalent) including English Language and Mathematics (or equivalent experience).	x	
2	Ability to work with a high-level of accuracy and attention to detail in an administrative context.	x	
3	Excellent communication skills including a high standard of written English and the ability to disseminate and explain policies to enquirers.	x	
4	Confidence to challenge unsafe practices and report them appropriately using existing structures.	x	
5	Ability to work independently and to use initiative in the completion of day-to-day tasks and projects.	x	
6	Ability to work flexibly to meet changing demands and working practices.	x	
7	Ability to work with a range of staff at all levels within the organisation.	x	
8	Experience of managing a busy workload and competing priorities under pressure to meet deadlines.	x	
9	Evidence of personal development to maintain and develop skills.	x	
10	Competence with IT including experience of all standard Microsoft Office applications, including Microsoft Excel.	x	
11	Experience in an administrative role in a Operational or Higher Education environment.		x
12	Experience of compliance and/or health and safety management.		x

This role is subject to the successful applicant providing proof of eligibility to work in the UK.



APPLICATION PROCESS

The application should include:

- Letter of application, indicating how you fulfil the essential and/or desired criteria (this may be part of the letter or as a separate document)
- Current CV
- Names and contact details of two referees (including current or most recent line manager)

Applications should be submitted by email to the Finance & Operations Director on christopher.courtman@durham.ac.uk.

The deadline for applications is Friday 29th November 2024 (12:00pm).

Interviews will be held in person at St John's College on the afternoon of Tuesday 3rd December 2024. There may be flexibility in arranging an alternative interview date for an applicant away on annual leave on the planned date.