

Job title	Operations Assistant
Division	Humanities
Department	Rothermere American Institute
Location	1a South Parks Road, Oxford, OX1 3UB
Grade and salary	Grade 4 £26,638 - £30,259 per annum
Hours	Part time (22 hours per week / 0.6 FTE)
Contract type	Permanent
Reporting to	Institute Manager
Vacancy reference	175426
Additional information	<p>We can offer a certain degree of flexibility regarding whether the working pattern for this role is set as three full days per week (with some flexibility as to which days of the week these are) or spread across four or five days.</p> <p>You will be required to work until 7pm one day a week (preferably Wednesday) during Week 0 to Week 8 of term and during Easter and Long Vacation in order to cover the library enquiry desk. You will be lone working between 5pm and 7pm on this day.</p> <p>In addition, you will be required to work an occasional evening to assist with events. This would rarely be more than twice per term and extra time worked on these occasions can be taken as TOIL.</p> <p>As this role provides frontline operations and facilities support, a regular remote working arrangement will not be possible. However, the occasional day working from home may be feasible.</p>

The role

This is a varied and interesting role supporting a small, busy team at the RAI. It encompasses frontline administration and operations support, supporting the Institute Manager with facilities management and health and safety tasks, supporting the Academic Programme and Events Officer with tasks such as website content management and setting up for events, and general administrative duties in support of all team members.

Responsibilities

BUILDING AND FACILITIES MANAGEMENT

- Act as first point of contact in the Institute for students, staff and visitors. Answer the telephone and work on the joint library/building reception desk. Respond to general enquiries interpreting university and external regulations as appropriate, including handling and resolving enquiries from building users and other stakeholders.
- Monitor the RAI Enquiries email account, resolving or forwarding emails as appropriate. Sort, distribute and send post.
- Cover the shared RAI/library enquiry desk on a regular basis (usually not for more than a few hours each week) carrying out a range of duties including: issuing loans and receiving returns, and answering queries (in person, by email and on the telephone) using a range of print and electronic resources.
- Assist the RAI Manager with building and facilities management, including monitoring the RAI Facilities email account, liaising with the RAI Manager, University Estates Services, and contractors as necessary.
- Identify and report building maintenance issues, raise work and maintenance requests via the Planon system, and track progress on these requests, liaising with Estates Services and contractors as needed to ensure tasks are completed.
- Assist the RAI Manager with health and safety tasks, including weekly water flushing checks and fire alarm testing, termly fire drills, and acting as a fire warden (including evacuation chair operator) and emergency first aider after receiving suitable training.
- Keep the kitchen and building generally tidy; proactively monitor stocks of supplies and report to the RAI Manager when stocks are low; keep noticeboards up to date.
- Manage setting up/clearing away for events, including moving tables and chairs, setting up and troubleshooting AV equipment, setting out and clearing away refreshments.
- Manage the key register, including issuing keys to new staff or Fellows, and keeping records of when they should be retrieved.

ADMINISTRATION AND COMMUNICATIONS

- Attend weekly professional services team meetings, providing relevant building updates to the team and proactively offering support with events or ongoing projects.
- Provide administrative support to other members of RAI staff as requested, but especially for events, including tasks such as printing/photocopying material, ordering merchandise, preparing visitor wifi accounts, and taking delivery of supplies.
- Follow administrative procedures, writing new office procedures and setting up new office systems where they are needed.
- Assist the Academic Programme and Events Officer with the maintenance of mailing lists and contact databases and, as necessary, with the distribution of communications to the appropriate internal and external audiences.
- Support the Academic Programme and Events Officer with the preparation of written content and promotional materials for the Institute's internal and external communications channels, including print, digital and social media platforms, following the University's guidelines on style and branding.

- Maintain the Institute's website, which includes updating content, and assist the Institute Manager with the University migration to the new web CMS platform replacing Mosaic.
- Assist the Academic Programme and Events Officer with the production of the Annual Report, including providing or sourcing images and content.
- Assist the Academic Programme and Events Officer with the implementation of the department's communications strategy, including contribution to the planning and scheduling of content distribution.

OTHER DUTIES

- Undertake any necessary training identified.
- Any other duties that may be required from time to time commensurate with the grade of the job.

Selection criteria

Essential

Although full training will be given, the essential requirements for the post are:

- Educated to A-level or equivalent professional experience.
- Excellent writing skills and attention to detail.
- Excellent interpersonal skills, with an ability to communicate clearly and professionally with stakeholders, colleagues, readers, and other visitors to the Institute.
- Strong organisation and administrative skills.
- The ability to work independently, with minimum supervision, and a willingness to resolve situations, as well as knowing when to refer issues to others.
- The ability to organise own workload, prioritise tasks appropriately, and work to deadlines.
- The ability to work effectively as part of a small, busy team, and a willingness to work flexibly.
- Good IT skills including use of Microsoft Office and the internet, and the ability to learn new IT systems as necessary for carrying out the duties of the post.

Desirable

- Experience working in a large organisation and/or in higher education.
- Experience of administrative work.
- Experience of library work, including using an automated library system.
- Experience of web editing using content management systems (CMS).

- Experience of other communications activities, both print and digital.

About the University of Oxford

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford's researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual's unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford. For more information, please visit www.ox.ac.uk/about/organisation.

Humanities Division

The Humanities Division is one of four academic divisions in the University of Oxford, each with a full-time Head and elected Board. The Humanities Division is distinctive for its depth and breadth. Its activity spans nine faculties, one School and two independent research institutes: the faculties of Classics; English; History; Linguistics, Philology and Phonetics; Medieval and Modern Languages; Music; Asian & Middle Eastern Studies; Philosophy; and Theology and Religion; the Ruskin School of Art; the Rothermere American Institute and the Voltaire Foundation. Interdisciplinary links within and beyond the University are strong, extending to the social sciences, medical sciences and the natural and physical sciences.

One of the largest centres for Humanities internationally, with over 800 members of academic and research staff, the Division offers world-class research and teaching, backed by the superb resources of the University's libraries and museums, including the famous Bodleian Library, with its 11 million volumes and priceless early book and manuscript collections, the Pitt Rivers Museum, the History of Science Museum and the Ashmolean Museum of Art and Archaeology. Such historic resources are linked to cutting-edge agendas in research and teaching, with an increasing emphasis on interdisciplinary study and digital Humanities.

The outstanding quality of Humanities research at Oxford is recognised globally. This reputation for research excellence contributes to the University coming top of several international rankings for Arts and Humanities, including the US News and World Report rankings and the QS World University Rankings by Subject. The Division's faculties are among the largest in the world, enabling Oxford to offer an education in Arts and Humanities unparalleled in its range of subjects, from music and fine art to ancient and modern languages.

The Division has responsibility for over 4,000 undergraduates (a third of the University's total undergraduate population), and for over 2,000 postgraduate students (over 1,100 doctoral students and some 900 Master's students). Twenty-nine undergraduate courses are offered in Humanities subjects, seven of which are offered jointly with the other academic divisions. The Doctoral and Master's programmes offered are distributed across all of the Division's faculties, along with a suite of Master's courses offered with the Social Sciences Division and a growing portfolio of Master's courses that draw from across the Humanities. The Division is part of the Open-Oxford Cambridge AHRC Doctoral Training Partnership. The Humanities Division has embarked on a major building project on the Radcliffe Observatory Quarter, supported by a £185 million gift to create the Stephen A. Schwarzman Centre for the Humanities.

Rothermere American Institute

The RAI is Oxford's centre for the study of the United States and its place in the world. At our official opening on Friday 25 May 2001, President Bill Clinton posed these questions: "Where has America come from and where does it find itself? What *is* it doing and what *ought* it to do in the world?" Today, these questions remain at the heart of the RAI's mission.

Our mission is twofold:

- We support the world-leading scholarship in this field being undertaken at Oxford;
- and we communicate that research to a wider public.

Every year, we host more than 100 seminars, workshops, conferences and lectures which attract leading scholars, students, policymakers and public figures from across the world. Recent public events with large audiences have included discussions with Maggie Nelson, Michael Chabon, Joy Harjo, Richard Blackett, Elizabeth Cobbs, Tamson Pietsch, and Iwan Morgan, along with a joint conference with the NYU Brademas Center to discuss an inside look at American politics. In addition, we host regular events for our community members, like a weekly coffee morning and a twice-termly women's lunch to foster support networks and a sense of belonging at the RAI. We also have a podcast series, *The Last Best Hope?*, which regularly sits in the UK top 50 podcasts and has recently featured discussions with historians including Elizabeth Varon, Nick Witham, Dan Jackson and Sam Haselby.

The current RAI Director is the Edward Orsborn Professor of US Politics and Political History, Adam Smith. The RAI has a small but dedicated professional services team including a full-time Director of Academic Programmes, Dan Rowe; a full-time Manager, Katy Long; a full-time Academic Programme and Events Officer, Hannah Greiving; and this part-time Operations Assistant role, currently vacant.

We support a number of researchers at all stages of their academic careers, including two Career Development Fellows, plus four Research Fellows working on Leverhulme, British Academy and Office for Naval Research funded research projects. Each year we welcome two distinguished visiting professors from the US, the Harmsworth Professor of American History and the John G. Winant Professor of American Government. We also host around a dozen visiting academics as Fellows-in-Residence each academic year.

The RAI community includes a large number of graduate students working in the fields of History, Politics, Literature, Art History and related disciplines. It also includes early career researchers, retired colleagues and around twenty of Oxford's Faculty members who work on problems related to America and its place in the world. We collaborate wherever possible with other research institutes in the University.

We are housed in a beautiful award-winning building in the centre of Oxford. At the heart of our building is the magnificent Vere Harmsworth Library, which offers the strongest collection in US

history in Europe, including a wide range of digital resources. We work closely with the VHL Librarian, currently Bethan Davies, to ensure that the aims and activities of our two institutions reinforce each other.

The RAI is largely dependent upon the generosity of individual benefactors, trusts and foundations - all of whom share the RAI's commitment to world-class research on the US.

For more information visit: www.rai.ox.ac.uk.

How to apply

Applications are made through our online recruitment portal. Information about how to apply is available on our Jobs website <https://www.jobs.ox.ac.uk/how-to-apply>.

Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description.

As part of your application you will be asked to provide details of two referees and indicate whether we can contact them now.

You will be asked to upload a CV and a supporting statement. The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants).

Please upload all documents **as PDF files** with your name and the document type (CV, supporting statement) in the filename.

All applications must be received by midday on 16 October 2024. Shortlisting is expected to take place on 18 October and interviews on 1 November.

Queries about the post should be directed to Katy Long, Institute Manager at hr@rai.ox.ac.uk.

Pre-employment screening

Standard checks

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. If you have previously worked for the University we will also verify key information such as your dates of employment and reason for leaving your previous role with the department/unit where you worked. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at: <https://www.jobs.ox.ac.uk/pre-employment-checks>.

Information for priority candidates

A priority candidate is a University employee who is seeking redeployment because they have been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing departments.

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

If you need help

Application FAQs, including technical troubleshooting advice is available at:
<https://staff.web.ox.ac.uk/recruitment-support-faqs>.

Non-technical questions about this job should be addressed to the recruiting department directly
hr@humanities.ox.ac.uk.

To return to the online application at any stage, please go to: www.recruit.ox.ac.uk.

Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

Important information for candidates

Data Privacy

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University's Privacy Notice for Job Applicants at: <https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy>. The University's Policy on Data Protection is available at: <https://compliance.admin.ox.ac.uk/data-protection-policy>.

The University's policy on retirement

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at **grade RSIV/D35 and clinical equivalents E62 and E82** of 30 September before the 70th birthday. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>.

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: <https://hr.admin.ox.ac.uk/the-ejra>.

There is no normal or fixed age at which staff in posts at other grades have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

Equality of Opportunity

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of

age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Benefits of working at the University

Employee benefits

University employees enjoy 38 days' paid holiday, generous pension schemes, travel discounts, and a variety of professional development opportunities. Our range of other employee benefits and discounts also includes free entry to the Botanic Gardens and University colleges, and discounts at University museums. See

<https://hr.admin.ox.ac.uk/staff-benefits>

University Club and sports facilities

Membership of the University Club is free for all University staff. The University Club offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See www.club.ox.ac.uk and <https://www.sport.ox.ac.uk/>.

Information for staff new to Oxford

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service website includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See <https://welcome.ox.ac.uk/>

There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependants. See <https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme>

Family-friendly benefits

With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. We also subscribe to the Work+Family Space, a service that provides practical advice and support for employees who have caring responsibilities. The service offers a free telephone advice line, and the ability to book emergency back-up care for children, adult dependents and elderly relatives. See <https://hr.admin.ox.ac.uk/my-family-care>

The University has excellent childcare services, including five University nurseries as well as University-supported places at many other private nurseries.

For full details, including how to apply and the costs, see <https://childcare.admin.ox.ac.uk/>

Disabled staff

We are committed to supporting members of staff with disabilities or long-term health conditions. For further details, including information about how to make contact, in confidence, with the University's Staff Disability Advisor, see <https://edu.admin.ox.ac.uk/disability-support>

Staff networks

The University has a number of staff networks including the Oxford Research Staff Society, BME staff network, LGBT+ staff network and a disabled staff network. You can find more information at <https://edu.admin.ox.ac.uk/networks>

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is an organisation run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See www.newcomers.ox.ac.uk.

Oxford Research Staff Society (OxRSS)

A society run by and for Oxford University research staff. It offers researchers a range of social and professional networking opportunities. Membership is free, and all researchers employed by Oxford University are welcome to join. Subscribe at researchstaff-subscribe@maillist.ox.ac.uk to join the mailing list to find out about upcoming events and other information for researchers, or contact the committee on committee@oxrss.ox.ac.uk. For more information, see www.ox.ac.uk/oxrss, Twitter @ResStaffOxford, and Facebook www.facebook.com/oxrss.