

JOB DESCRIPTION

Post:	Operations Officer – Penwith Campus
Responsible to:	Associate Director Penwith
Salary:	Pt 29 - £29,315 Per Annum 37 hours per week
Conditions of Service:	In line with College Conditions of Service
Main Purpose of Job:	The Operations Officer will provide cross-campus operational and administrative support, contributing to the effective day-to-day running of the Penwith Campus. The postholder will undertake a range of administrative, reception, and operational duties, including data processing, admissions support, customer service, operational coordination, and secretarial responsibilities. The role requires a professional, welcoming, and responsive approach when supporting students, staff, visitors, external agencies, and members of the public.

Specific Duties:

Administrative and Operational Support

Provide administrative support for the student admissions process.

Support operational functions across the campus, including timetabling, reception cover, and the promotion of internal and external lettings and events.

Coordinate reception rotas and ensure adequate reception cover across the campus.

Manage and coordinate in-year timetabling amendments and room changes, liaising with relevant curriculum and support teams.

Assist with the administration of examinations and undertake invigilation duties when required.

Maintain records relating to MIDAS, First Aid, and other staff development qualifications, notifying staff of renewal requirements.

Assist with the monitoring, logging and follow-up of Health and Safety recommendations and actions.

Maintain oversight of First Aid box checks and replenishment arrangements, liaising with designated First Aiders and relevant departments as required.

Provide general administrative and secretarial support to SMT, OMT, Heads of Faculty, Deputy Heads of Faculty, and other key staff as required.

Provide cover for the Senior Secretary during periods of leave or absence.

Provide administrative and operational support to the Head of Campus, including acting as a key point of contact during periods of absence.

Campus Operations

Support the day-to-day operational coordination of Cleaning and Estates services to ensure a safe, welcoming and effective learning environment.

Assist with campus safety and security arrangements, escalating concerns to the appropriate managers where necessary.

Liaise with relevant departments to ensure campus facilities operate effectively and issues are resolved promptly.

Coordinate the response to day-to-day operational issues affecting the campus and ensure they are referred to the appropriate teams for resolution.

Deputising Responsibilities

Deputise for the Head of Campus on routine operational matters during periods of absence.

Act as a key operational contact for staff, students, contractors and visitors when senior colleagues are unavailable.

Represent the campus at operational meetings and working groups as required.

Escalate significant operational, health and safety, safeguarding or business continuity issues to senior leaders as appropriate.

Support the coordination of the campus response to operational incidents and emergency situations in line with College procedures.

Events and Marketing

Liaise with the Marketing Team to support the promotion of internal and external events, student transition activities, and community engagement initiatives.

Support the delivery of College events, including Parents' and Carers' Evenings, Open Days, Taster Events and other operational events as required.

Work flexibly, including occasional evenings and weekends, with time off in lieu (TOIL) agreed in accordance with College procedures.

Cross-College Support

Provide administrative support to a range of College departments as required, including but not limited to the CAT Team, Exams, IT Services, Cleaning Services, Estates and Student Services.

Liaise effectively with colleagues across Truro and Penwith College and with external agencies and partners.

Provide office and reception cover during contracted hours, responding to enquiries from staff, students, visitors and stakeholders and directing queries appropriately.

Demonstrate flexibility in responding to the operational needs of the College and undertake duties within these roles as required.

General Responsibilities:

Comply with all College policies, including safeguarding, Prevent, health and safety, and data protection.

Actively promote safeguarding and the welfare of children and vulnerable adults.

Promote equality, diversity and inclusion in all aspects of the role
Engage in continuous professional development, including subject and industry updating.

Contribute to College-wide initiatives, projects and continuous improvement activity.

Maintain high standards of professional conduct at all times
Undertake other duties commensurate with the role.

Person Specification

Essential Criteria

The successful candidate will demonstrate:

- Experience of general administrative work, including dealing with telephone and customer enquiries.
- Ability to coordinate multiple operational tasks and work effectively in a fast-paced environment.
- Excellent organisational and time-management skills.
- Proficiency in Microsoft 365 applications (including Outlook, Word, Excel and Teams) and the ability to use digital systems and databases effectively.
- Excellent interpersonal skills and the ability to build positive relationships with students, staff and members of the public.
- Strong attention to detail and accurate record and file management skills.
- A proven ability to work effectively as part of a team.
- A willingness to learn and adapt to new systems, processes, procedures and emerging technologies, including AI-enabled tools where appropriate.
- Experience of handling confidential information sensitively and in accordance with UK GDPR and data protection requirements.
- Flexibility to work across a broad range of College support functions.
- Excellent verbal and written communication skills.

Desirable Criteria

- Experience of working within a Further Education or educational environment.
- Experience of admissions, examinations, student services or curriculum administration.
- Experience of timetabling, room scheduling or resource planning.
- Experience of coordinating operational services such as reception, facilities, estates or cleaning functions.
- Experience of organising events, lettings or community activities.
- Knowledge of health and safety procedures within a workplace or educational setting.
- Experience of using Management Information Systems (MIS), CRM systems and other business support platforms.
- Experience of using digital collaboration tools such as Microsoft Teams, SharePoint or equivalent platforms.
- Ability to prioritise competing demands and work effectively under pressure.
- Demonstrates initiative and the ability to identify and resolve operational issues proactively.
- Strong problem-solving and decision-making skills.
- Ability to build effective relationships and work collaboratively with a wide range of stakeholders.
- A professional, positive and customer-focused approach.
- High levels of discretion, integrity and personal accountability.
- Commitment to continuous improvement and service excellence.

Additional Information

- The College is committed to safeguarding and promoting the welfare of children and vulnerable adults. An enhanced DBS check will be required
- The College values diversity and is committed to creating an inclusive environment for all staff and students

JD 2026

THE TRURO & PENWITH COLLEGE VISION

LOOK FURTHER REACH FURTHER GO FURTHER

OUR AMBITIONS

LOOK FURTHER

- **Aspiration:** Students gain the confidence and self-belief to set ambitious progression and career goals
- **Inspiration:** Students are inspired by interactions with staff, stakeholders and alumni

REACH FURTHER

- **Triumph:** Students exceed expectation and achieve their full potential
- **Talent:** Expert lecturers with a passion for teaching, learning and assessment
- **T&PC Magic:** exceptional facilities, enrichment and opportunities

GO FURTHER

- **Progression:** Students progress to competitive universities, apprenticeships and jobs that provide strong foundations for successful careers
- **Prosper:** Students develop the skills needed to flourish at university or in employment
- **Productivity:** Students gain the skills employers need, supporting the economy to thrive

OUR VALUES

Our values, chosen by staff and students, provide the foundations for a high-performing inclusive culture in which our ambitions can be realised.

WELLBEING

Looking after our own physical, social and emotional wellbeing; the most important foundation for a happy, healthy and prosperous future.

ENGAGEMENT

Taking full advantage of the opportunities available to us, both at college and beyond.

ASPIRATION

Wanting the best future for ourselves and having the self-belief that we can achieve it; looking beyond the horizon we may initially see.

RESPECT

Playing an active part in creating positive inclusive communities, where everyone is valued and respected.

