

BUFDG Support Officer

Job Description

We are...

BUFDG - the representative membership body supporting higher education finance staff in the UK. Our members are the Directors of Finance and Chief Financial Officers (and their staff) of almost all UK higher education institutions. BUFDG is one of the higher education (H E) associations within the non-profit making company, Professional H E Services Ltd (PHES). We provide support, networking opportunities, and professional development to our members, helping them to excel in their roles and contribute to the success of their institutions.

We are looking for...

An enthusiastic and proactive individual to join our team as a part-time **Support Officer**. You will play a key role in coordinating webinars and online meetings, assisting with e-learning initiatives, and supporting the BUFDG team with general administrative tasks.

The BUFDG Support Officer formally reports to the BUFDG Head of Operations and Engagement, and has no direct management responsibilities. You will work closely with the Learning and Development Manager, the Events Manager, and the Executive Director, but will provide support to everyone in the small team at BUFDG. This is a role with lots of scope for you to develop and shape it, and also scope for you to develop new skills! The duties and responsibilities of the role are wide-ranging and there will be plenty of variety.

This role will be home based but will include some UK travel, including conferences, monthly BUFDG team meetings in London or Loughborough, twice-yearly PHES meetings in the Loughborough area, and occasional overnight stays.

You will support the BUFDG team and the H E finance community by...

Arranging webinars, roundtable meetings, and online meetings for our working groups.

So you will need to...

- Be the lead for arranging online meetings and webinars, with some support from the Events Manager and Learning and Development Manager, plus the rest of the team;
- Have excellent IT skills, using MS Office products on a daily basis (Word, Excel, Outlook and MS Teams);
- Coordinate dates for events and meetings, by checking team calendars, communicating with members and presenters, and using scheduling tools such as Doodle to find the best dates;
- Use our in-house system to set up events and meetings and manage bookings;
- Use MS Teams as an online meeting platform;
- Use MS Teams and Zoom to organise our webinars;
- Work with the BUFDG Head of Operations and Engagement, the PHES IT support team, the PHES Operations Officer, the Events Manager, and the wider BUFDG team to review existing online event management tasks and processes and improve efficiency of these processes.

Providing admin support to the rest of the BUFDG team.

So you will need to...

- Support the BUFDG Executive Director with diary management, helping to coordinate meetings and prioritise commitments;
- Work closely with the BUFDG Executive Director to maintain oversight of and timely responses to key

correspondence and emails;

- Provide the wider team with general admin support, such as assistance with formatting documents, coordinating meeting/event dates, spreadsheet analysis, and running reports, though with all team members based from home, they are relatively self-sufficient.

Working with the Learning and Development Manager on BUFDG's e-learning.

So you will need to...

- Keep our e-learning webpages updated;
- Keep track of and keep a record of our e-learning processes and sales of individual modules;
- Learn to use Articulate Rise software to put new course content (provided by subject experts) into e-learning format;
- Manage/oversee the regular review of existing e-learning courses;
- Update e-learning courses in Articulate Rise if required as a result of the reviews undertaken by others;
- Learn how to upload courses and quizzes to our e-learning Moodle platform and manage any updates and then take responsibility for these processes.

You will be a positive team player and also a 'self-starter', as you will...

Contribute to the whole BUFDG team and membership.

So you will need to:

- Work flexibly with the team to support projects and initiatives as needed;
- Contribute ideas to team meetings and planning sessions;
- Feedback your thoughts on membership services and BUFDG internal processes when you see opportunities for improvement;
- Attend monthly BUFDG team meetings in Loughborough and London;
- Attend PHES team meetings twice a year in the Loughborough area;
- Liaise with other team members to ensure you are clear on your work tasks;
- Work on your own at home with little day-to-day direction (though other team members are available for MS Teams calls when needed);
- Take opportunities to work with other team members to integrate into the team, contribute to BUFDG's mission, learn about H E finance, and develop your skills and knowledge.

You will assist with other events when required by...

Supporting the Events Manager.

Because you will need to...

- Attend our in-person conferences to provide on-site support (along with others on the BUFDG team) between two and six times a year – these events are held all over the UK;
- Provide support for our online conferences (three to four a year, at present), if required.

You must...

- Be educated to A-level or equivalent;
- Have a friendly, open, and supportive manner towards other team members;
- Display excellent organisational skills, to be able to juggle multiple webinars and meetings organised on a variety of platforms;
- Produce work to a professional standard and with attention to detail;
- Use your excellent IT Skills including Word, Excel, MS Teams and email on a daily basis;
- Have a flexible approach to team working – sometimes working outside normal office hours, for example when attending events or team meetings;

- Commit to observing the organisation's Equal Opportunities Policy at all times;
- Have a willingness to undertake further training.

You may also have...

- Experience of working in an educational setting;
- Experience of working in a membership organisation;
- Experience of using Zoom;
- A degree.

We will offer...

- A part-time position at 0.8 FTE.
- A competitive salary at Grade 5 (**£26,707 - £30,378 pro-rata**) dependent on qualifications and experience. We benchmark our salaries to university grading structures. We reward performance and progress, and have previously rapidly promoted employees who exceeded our expectations, based on impressive performance in the role and where they have helped us develop the nature of the role.
- A defined contribution pension scheme with 7.5% employee and 16% employer contribution rates, together with life insurance.
- 30 days' holiday plus bank holidays (pro rata) and discretionary days' office closure.
- Support for CPD and appropriate training.
- This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.