

JOB DESCRIPTION

Job Title:	Senior Research Administrator	Grade:	SG6
Department:	Institute for Lifecourse Development, Faculty of Education, Health & Human Sciences	Date of Job Evaluation:	
Role reports to:	Knowledge Exchange Manager	SOC Code	
Direct Reports	None		

This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.

PURPOSE OF ROLE:

- To provide a high standard of support to Institute for Lifecourse Development (ILD) and Institute and Centre staff and research students.
- To provide administrative support for the Faculty Research and Knowledge Exchange activities.

KEY ACCOUNTABILITIES:

Team Specific:

- Work effectively as a member of the ILD Administration Team to provide administrative support to the Institute for Lifecourse Development (ILD) and ILD Centres, ensuring a timely and professional approach that reflects positively on the Institute and Faculty.
- To provide administrative support for a range of activities to support the Institute, as well as the Faculty research and knowledge exchange agenda including PGR student community.
- Establish and maintain good working relationships with internal and external contacts at all levels in contributing to the delivery of an efficient support service to the Institute and Faculty.
- To manage budgets and monitor and record the expenditure of the QR/HEIF funding allocated to the Faculty as well as post award support for externally funded projects.

Generic:

- Provide a comprehensive, confidential administrative support and professional secretariat service to the Institute in line with required University standards and protocols, including maintaining diary commitments, and making any necessary travel and associated arrangements.

- Act as a main contact for visitors and partners to the Institute, dealing with a range of enquiries and providing a professional and welcoming experience
- Prepare reports, documentation and materials as required, ensuring a high level of accuracy.
- Organise and service Faculty and Institute meetings and groups, including PGR student meetings, ensuring that actions are followed up, completed, reported back and correctly noted.
- Provide post award support for externally funded projects and monitor and oversee relevant research and knowledge exchange budgets/accounts, including CPD/short courses, process expenditure etc, ensuring procurement and spend complies with university processes and procedures.
- Support the Director, Deputy Director and Centre Leads of the Institute for Lifecourse Development with preparation for the Research Excellence Framework and Knowledge Exchange Framework.
- Responsible for setting up and maintaining various efficient information databases where required, ensuring compliance with GDPR and other relevant legislation and guidance.
- Lead on organising Institute internal and external facing events including PGR events, CPD/short courses, and ILD/Faculty research events, with support from the Faculty and University Marketing, Events and Communications team.
- Support for recruitment of posts within the research areas of the Faculty, liaising with the Director, Deputy Director and other Faculty Executive as required.
- Undertake projects as directed and collating the information required.
- Ensure that sensitive and confidential issues are handled in an appropriate manner.
- Liaise with internal and external stakeholders at all levels as required within the remit of the role.
- To oversee and contribute to the maintenance and development of electronic resources such as the ILD website and social media (including ensuring that all proxy email accounts are maintained in a prompt and efficient manner), and ensuring webpages are maintained and up to date.
- Design marketing materials ensuring adherence to branding and promote events using social media in consultation with Marketing colleagues and Institute staff.
- Line management of research administrative staff as required.

Managing Self:

- Self-motivated with the ability to work under pressure during peak periods with conflicting deadlines.
- Team-focused, providing support to colleagues and activities as required.
- Develop and maintain positive relationships with a range of stakeholders.
- Responsible for maintaining own continuous development.
- Respond to queries in a timely and effective manner.
- Always maintain confidentiality.

Core Requirements:

- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security;
- Ensure compliance with Health & Safety and Data Protection Legislation;
- Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

Additional Requirements:

Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that the ILD delivers the required level of service.

KEY PERFORMANCE INDICATORS:

- Effective Administrative support, ensuring a positive staff and student experience.
- Timely production and delivery of work, meeting deadlines as required.
- Building effective relationships with key stakeholders.
- Contribution to the team ethos and effectiveness
- Enquiries responded to in a timely and effective manner.

KEY RELATIONSHIPS (Internal & External):

- ILD leadership team, Faculty Executive and Senior Management Team, Faculty colleagues, including other administrative and support staff, academics, and researchers.
- Staff across the University at all levels.
- External collaborators, students, visitors.
- Key partners and stakeholders.

PERSON SPECIFICATION	
Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • Substantive administrative and/or secretariat experience. • Experience in budget management. • Experience of planning and prioritising work to manage conflicting deadlines. • Experience of working collaboratively across different functional areas. • Experience of working in a busy and professional office. • Experience of successfully managing and organising high profile events. • Marketing and communications experience including social media. • Project management experience. <p>Skills</p> <ul style="list-style-type: none"> • Excellent communication and interpersonal skills (both in writing and on the telephone) • Proficiency of Microsoft Office particularly Excel and the use of spreadsheets and databases. • Demonstrate a high degree of accuracy and the ability to pay close attention to detail. • Adaptable to different types of work and workloads. • Ability to remain calm under pressure, work to deadlines and to manage a complex workload. • Building and maintaining relationships with key stakeholders in a professional manner (e.g., courteously, efficiently, assessing level of priority) • Ability to anticipate potential problems / anomalies and deal with them before they become major issues. 	<p>Experience</p> <ul style="list-style-type: none"> • Working in the Higher Education sector or similar environment. • Administrative and/or secretariat experience at executive level • Experience of supporting research activities • Experience of using online central systems and packages • Experience of working with restricted/confidential materials • Supporting high-level committee meetings and taking minutes. <p>Skills</p> <ul style="list-style-type: none"> • N/A

<ul style="list-style-type: none"> • Working proactively and effectively without close supervision • Commitment to continuing professional development and desire to develop in the role. • Discreet approach and ability to maintain confidentiality. <p>Qualifications</p> <ul style="list-style-type: none"> • Degree or professional qualification and/or extensive relevant administrative experience <p>Personal attributes</p> <ul style="list-style-type: none"> • We are looking for people who can help us deliver the values of the University of Greenwich: Inclusive, Collaborative and Impactful • Confident, Self-Motivated • Results Focused 	<p>Qualifications</p> <ul style="list-style-type: none"> • N/A <p>Personal attributes</p> <ul style="list-style-type: none"> • N/A
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