

JOB DESCRIPTION

Job Title: Research Support Officer

Grade: SG6

Department: School of CMS

Responsible to: Faculty Administrative Services Manager

Responsible for: N/A

Key Contacts: N/A

Standard Occupational Classification (SoC code): TBC

Non-Contractual Nature of Role Profile: 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

Our vision is to expand our world-leading Multi-Disciplinary and Multi-Scale Modelling expertise in both reach and ability, to tackle major societal challenges affecting the environment, quality of life, safety, security, and the economy. This will be achieved through the amalgamation and expansion of two existing award-winning teams: the Centre for Safety, Resilience and Protective Security (CSRPS) and the Computational Science and Engineering Group (CSEG), creating the Multi-scale, Multi-disciplinary Modelling for Impact (M34Impact) platform.

Both teams excel at developing and applying mathematical models, computational simulations and bespoke software to create digital worlds that predict physically accurate outcomes addressing a wide range of societal challenges. M34Impact links three cross-cutting research and enterprise themes: Safety and Security, covering disaster resilience, fire and evacuation, dynamically coupling urban-scale and building scale evacuation modelling, and protective security incorporating real-time interactivity through Virtual/Mixed Reality, from CSRPS; Materials Science and Engineering, focusing on the design and manufacture of lighter, stronger materials for transport and aerospace (targeting recyclability, low waste and energy efficiency), from CSEG; and Digital Cities, where interdisciplinary research will develop the evidence-base to protect UK cities/populations from pollution, pathogen dispersal, natural/anthropogenic disasters and to support policy decisions using a multi-scale approach from cityscape to street level, jointly from CSRPS and CSEG.

This is a key management, reporting and stakeholder care role within M34Impact that requires high attention to detail, self-organisation and ability to work with a broad range of stakeholders both internally and externally. The post-holder will work with the M34Impact team and with others in the Faculty of Engineering and Science to develop robust administrative processes and procedures for supporting the research and knowledge exchange activities of M34Impact and for reporting on the outputs and outcomes of the project.

KEY ACCOUNTABILITIES

Team Specific:

- To coordinate the ongoing development and improvement of administrative processes and procedures for supporting the research and knowledge exchange activities of M34Impact.
- To work effectively as a member of the M34Impact team to ensure administrative support meets the needs of key stakeholders.
- To work effectively to support the internal and external reporting requirements of M34Impact.
- Taking a lead in providing support to key research support related and wider administrative activities under the direction of the M34Impact programme leads.
- Establish and maintain good working relationships in contributing to the delivery of an efficient support service.
- Identify improvements to the effectiveness and efficiency of the administrative service and take a lead in implementing these.
- Work flexibly, providing cover and collaborative support to other colleagues in the team to meet variations in demand.

Generic:

- Contribute to the preparation for the Research Excellence Framework and other research evaluation exercises.
- Servicing M34Impact-related committees and advisory boards as appropriate.
- Supporting the development and implementation of support systems and business processes for research and enterprise support within M34Impact.
- Producing, monitoring, and disseminating research and enterprise reporting and data.
- Contribute to the organising and delivering of M34Impact events e.g. grant writing workshops, writing retreats, research conferences, short courses and information events.
- Coordinate the preparation of research support documentation and materials ensuring that a high level of accuracy is maintained.
- Ensuring accurate records of research KPI metrics are kept e.g., publications, grant applications, esteem, and impact measures.
- Take initiative and lead on projects as required ensuring that work is organised and delegated according to individual abilities and that clear objectives are set.

- Collaborating with the University's Greenwich Research and Innovation directorate in resolving research support-related business problems.
- Coordinate the resolution of any issues or problems using knowledge of the University systems and processes.
- To use University systems, including reporting dashboards as required to support the work of the Faculty of Engineering and Science

Managing Self:

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

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 School of CMS delivers the required level of service.

KEY PERFORMANCE INDICATORS:

- Deputise for Faculty colleagues in their absence.
- On occasions, work outside of normal working hours to support Faculty of Engineering and Science activities.
- Some UK or Overseas travel may occasionally be required.

KEY RELATIONSHIPS (Internal & External):

- Associate Dean (Research and Knowledge Exchange).
- M34Impact leads.
- M34Impact Academic staff.
- M34Impact Researchers.
- CMS and FES staff.
- Greenwich Research and Innovation (GRI) staff.

PERSON SPECIFICATION

EXPERIENCE:

Essential Criteria

- Extensive administrative and secretarial experience.
- Working to senior colleagues with often conflicting demands
- Meetings administration and note-taking.

Desirable Criteria

- Working in the Higher Education sector or similar environment.

SKILLS:

Essential Criteria

- Excellent working knowledge of Microsoft Office.
- Excellent interpersonal skills.
- High level of proficiency in both written and oral English.
- High numeracy skills and proficient at the use of spreadsheets.
- Ability to communicate effectively at all levels.
- Ability to prioritise and manage own workload and delegate tasks appropriately.
- Ability to plan and manage projects effectively, ensuring that clear objectives are set.
- Excellent attention to detail and the ability to maintain accuracy.
- Analytical and systematic approach to work.
- Team player.
- Ability to work well under pressure.
- Commitment to continuing professional development and desire to develop in the role.
- Ability to support the development of others.

Desirable Criteria

- N/A

QUALIFICATIONS:

Essential Criteria

- Degree or professional qualification and/or extensive relevant administrative experience.

Desirable Criteria

- N/A

PERSONAL ATTRIBUTES:**Essential Criteria**

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Inclusive, Collaborative and Impactful.

Desirable Criteria

- N/A