

JOB DESCRIPTION

Job Title: Research Operations Manager

Grade: SG7

Department: Faculty of Engineering and Science

Responsible to: Head of Business Operations

Key Contacts: Associate Dean R&KE, Colleagues from Greenwich Doctoral College, Research and Enterprise Training Institute

Standard Occupational Classification (SoC code): N/A

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

The Faculty Research Support Manager provides strategic and operational leadership across professional services support for all research and knowledge exchange (R&KE) activities within the Faculty of Engineering and Science. The role ensures comprehensive, efficient, and compliant support across the full research lifecycle — from pre-award development through to post-award management, delivery, and impact. A central focus of the post is to strengthen the faculty's research operations by addressing key challenges in financial tracking, budget reporting, and salary alignment on projects, enabling more strategic use of research funds.

The postholder will also lead the development of consistent professional services support for R&KE events, CPD activity, and external engagement. Additionally, the role will play a vital part in streamlining processes such as travel approvals, risk assessments, and funding applications. Working closely with the Associate Dean R&KE, academics and wider faculty professional services team.

KEY ACCOUNTABILITIES

Team Specific:

- Work closely with the Associate Dean R&KE to implement and operationalise the faculty's research and knowledge exchange strategy, ensuring alignment with institutional goals.
- Provide oversight of the PGR provision across the faculty, working closely with the Associate Dean (R&KE) and Doctoral College to ensure

consistent support for postgraduate researchers, supervisory teams, and compliance with university regulations.

- Support strategic planning and quality assurance of the PGR environment, contributing to faculty-level monitoring of progression, completion, and researcher development activities.
- Monitor and report on key research performance indicators such as research income, outputs, and impact, supporting evidence-based decision-making and strategic planning.
- Provide expert advice and practical support to academic staff throughout the pre-award stage, including identifying suitable funding opportunities, interpreting eligibility criteria, and navigating funder requirements.
- Oversee project set-up and initiation processes following successful funding awards, ensuring accurate budget profiling, contractual compliance, and identification of potential delivery risks.
- Support Principal Investigators (PIs) with day-to-day post-award project management, including funder reporting, budget monitoring, contract amendments, and compliance.
- Liaise with finance and administrative stakeholders to ensure effective tracking of project expenditure, timely claims, and alignment of salary allocations with grant funding.
- Support research governance and audit processes, contributing to the preparation for REF, KEF, and internal strategic reviews.
- Line manage faculty-based research support staff, fostering a collaborative, professional, and service-focused environment with clear objectives and development pathways.
- Act as the primary point of contact for research support within the faculty, coordinating across schools, research groups, and with external partners and funders.
- Represent the faculty in university-wide committees, working groups, and external networks, championing the interests and priorities of engineering and science research.

Generic:

- Promote a supportive and inclusive research environment aligned to the university's EDI commitments and Research and Knowledge Exchange Strategy.
- Organise faculty research events, training workshops, and knowledge exchange activities to raise research visibility and engagement.
- Contribute to institutional initiatives and projects that enhance research governance, data management, and researcher development.

- Support academic staff with mentoring and training on research processes, systems, and best practices.
- Maintain current knowledge of HE research policy, funder strategies, and sector trends, and cascade insights to faculty colleagues.

Managing Self:

- Demonstrate initiative, independent judgement, and a proactive approach in identifying opportunities to enhance research activity.
- Prioritise and manage a complex workload in a fast-paced environment with competing demands and deadlines.
- Maintain professionalism and discretion when dealing with confidential or sensitive information.
- Commit to ongoing professional development and continuous improvement, engaging in relevant training and sector networks.
- Stay informed about university systems, policies, and strategic developments affecting research.

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.

The postholder will be expected to undertake and maintain relevant health and safety responsibilities including:

- First Aid at Work certification
- DSE (Display Screen Equipment) Assessor duties
- Mental Health First Aider responsibilities
- Fire Warden training and responsibilities
- Health and Safety Liaison Officer

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 Faculty of Engineering and Science delivers the required level of service.

KEY PERFORMANCE INDICATORS:

- Enhanced accuracy of budget tracking and Financial Reporting
- Enhanced Processing Time for Routine Administrative Tasks
- Support for Faculty Research Events and CPD Activities
- Development of annual training/development plans in place for all support staff.
- Cover plans maintained to ensure no disruption in service during absences.

KEY RELATIONSHIPS (Internal & External):

- Faculty colleagues, including other administrative and support staff, academics and researchers
- Staff in central services across the university, include GRE, RETI, Estates, Catering and Finance
- External collaborators, consultants, examiners and other external stakeholders

PERSON SPECIFICATION

EXPERIENCE:

Essential Criteria

- Experience of research support or management in a Higher Education or research-focused setting.
- Experience of managing a high-quality service to customers or clients
- Demonstrated ability to manage budgets, forecasts, and financial reporting, with a focus on accuracy, audit-readiness
- Experience line-managing or mentoring staff and contributing to team development and continuous service improvement.

Desirable Criteria

- Familiarity with UK and international funding frameworks (e.g., UKRI, Horizon Europe, Innovate UK).
- Proven track record of supporting academic staff through the full research project lifecycle, including pre-award bid development and post-award project management

SKILLS:

Essential Criteria

- Strong leadership, interpersonal, and communication skills.
- High level of accuracy, financial literacy, and attention to detail.
- Excellent organisational and analytical thinking skills.
- Ability to work collaboratively and influence across multiple stakeholders and levels.
- Ability to analyse and improve operational processes, contributing to continuous service development and research efficiency.

Desirable Criteria

- Competent with research management systems and finance tools

QUALIFICATIONS:

Essential Criteria

- Educated to degree level or equivalent professional experience. A postgraduate qualification in research management, public policy, or a related field is desirable.

Desirable Criteria

- Evidence of ongoing CPD in research support, governance, or finance-related areas.

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.
- Proactive and resourceful, with a strong sense of initiative and a continuous improvement mindset.
- Calm and adaptable under pressure, with a flexible and pragmatic approach to problem-solving.
- Diplomatic and professional in dealing with sensitive information and complex relationships.
- Committed to supporting a diverse, inclusive, and collegial academic environment.