JOB DESCRIPTION

Job Title: Senior Research & Knowledge Exchange Officer

Grade: SG6

Department: Greenwich Business School Professional Services

Responsible to: Faculty Research & Knowledge Exchange Manager

Responsible for: N/A

Key Contacts: Associate Dean (Research and Knowledge Exchange), Associate Heads of School, Head of Business Operations, Faculty Operating Officer, Associate Dean (Student Success), Heads of School

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 Greenwich Business School has high research and knowledge exchange ambitions, aligned to the University of Greenwich's Strategy 2030. We are seeking a highly motivated Senior RKE Officer to support these goals. This customer-focused role requires attention to detail, strong organisational skills, and the ability to work with a wide range of stakeholders. The post-holder will support the Faculty RKE Manager in developing robust administrative processes for research and knowledge exchange activities.

KEY ACCOUNTABILITIES

Team Specific
- Contribute to the development and improvement of team services.
- Work effectively within the Faculty Research Support Team.
- Provide support for routine tasks as directed.
- Lead on key research support and administrative activities.

- Establish and maintain good working relationships.
- Identify and implement service improvements.
- Assist with university-wide processes (e.g., clearing, enrolment, graduation).
- Provide flexible support to colleagues to meet demand.

Generic
- Coordinate preparation for the Research Excellence Framework and other evaluations.
- Service Faculty-level research committees.
- Support development of research support systems and processes.
- Produce and disseminate research data and reporting.
- Organise research events (e.g., workshops, conferences).
- Prepare accurate research support documentation.
- Disseminate funding opportunities to staff.
- Maintain records of research KPIs.
- Lead on projects and delegate tasks appropriately.
- Collaborate with the Greenwich Research and Enterprise Directorate.
- Resolve issues using knowledge of university systems.
- Use Banner and other systems to support Faculty work.

Managing Self
- Self-motivated and able to work under pressure.
- Team-focused and supportive.
- Maintain positive stakeholder relationships.
- Respond to queries promptly and maintain confidentiality.
- Commit to continuous development and support others.

CORE REQUIREMENTS
- Adhere to and promote the University's Equality, Diversity and Inclusion and Information Security policies.
- Ensure compliance with Health & Safety and Data Protection legislation.
- Support and promote the University's Sustainability policies, including the Carbon Management Plan.
- Adhere to legal requirements and best practices for digital content and accessibility.

ADDITIONAL REQUIREMENTS
- Occasionally I work outside normal hours to support Faculty activities.
- Undertake other duties as requested by the line manager.

KEY PERFORMANCE INDICATORS
- Deputise for Faculty colleagues when needed.
- Support Faculty activities outside normal hours.
- Occasional UK or overseas travel may be required.

KEY RELATIONSHIPS (Internal & External)
- Associate Dean (Research and Knowledge Exchange)
- Heads of School
- Academic staff
- Researchers
- Greenwich Business School Professional Services staff
- Greenwich Research and Enterprise (GRE) staff

PERSON SPECIFICATION

Experience
Essential:

- Extensive administrative and secretarial experience
- Supporting senior colleagues with conflicting demands
- Meetings administration and note-taking

Desirable:

- Experience in Higher Education or similar environment

Skills
Essential:

- Excellent Microsoft Office skills
- Strong interpersonal and communication skills
- High proficiency in written and oral English
- Ability to prioritise, manage workload, and delegate
- Project planning and management
- Attention to detail and accuracy
- Analytical and systematic approach
- Team player, works well under pressure
- Commitment to professional development

- Ability to support the development of others

Desirable:

- N/A

Qualifications
Essential:

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

Desirable:

- N/A

Personal Attributes
Essential:

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

Desirable:

- N/A