

JOB DESCRIPTION

Job Title: Senior Research and Knowledge Exchange Officer (ILD)

Grade: SG6

Department: Faculty Operations

Responsible to: Research and Knowledge Exchange Manager, Institute for Lifecourse Development (ILD), Faculty of Education Health and Human Sciences.

Key Contacts: Associate Dean Research and Knowledge Exchange / Director of the Institute for Lifecourse Development (ILD), Deputy Director of ILD, ILD Centre Leads and Institute staff, Faculty Operating Officer and professional services staff in the Faculty, linking with staff in Greenwich Research and Innovation (GRI), Finance and the People Directorate, students, visitors and external contacts.

Standard Occupational Classification (SoC code):

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 Institute for Lifecourse Development (ILD) in the Faculty of Education, Health and Human Sciences (FEHHS), is a world leading, internationally renowned research environment.

The Faculty of Education, Health and Human Sciences has high research and knowledge exchange ambitions, in line with the University of Greenwich strategy for 2030, and continues to invest in research development services to support our high-quality research, knowledge exchange and impact. This role enhances the ILD team that supports services related to research and knowledge exchange within the faculty.

The postholder will also provide a high standard of support to the Associate Dean Research and Knowledge Exchange / Director of the Institute for Lifecourse Development (ILD) and other Institute and Centre staff and students.

KEY ACCOUNTABILITIES

Team Specific:

- Work effectively as a member of the Faculty and School Administration Team to provide executive (PA) support to the Associate Dean Research and Knowledge Exchange/Director of Institute for Lifecourse Development (ILD), ensuring a timely and professional approach that reflects positively on the Institute and Faculty.
- Provide administrative support for a range of activities to support the Institute, as well as the Faculty research and knowledge exchange agenda.
- 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.
- Monitor and record the expenditure of the QR/HEIF funding allocated to the Faculty.

Generic:

- Provide a comprehensive, confidential administrative support and professional secretariat service in line with required Faculty 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 committees (including the Faculty Research Ethics Committee), meetings and groups, ensuring that actions are followed up, completed, reported back and correctly noted.
- Monitor and oversee relevant research and knowledge exchange budgets/accounts, process expenditure etc, ensuring procurement and spend complies with university processes and procedures.
- Support the Associate Dean (R&KE)/Director of the Institute for Lifecourse Development with preparation for the Research Excellence Framework and Knowledge Exchange Framework submissions.
- Set up and maintain various efficient information databases where required, ensuring compliance with GDPR and other relevant legislation and guidance.

- Organise Institute and Faculty research events as required, ensuring adherence to branding, with support from the Faculty and University Marketing, Events and Communications team.
- Provide administrative support for postgraduate research students in the faculty and academic visitors as required to ensure appropriate processes are followed.
- Provide 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, researching and collating the information required.
- Contribute to the maintenance and development of electronic resources such as the ILD website, social media and email (including ensuring that all proxy email accounts are maintained in a prompt and efficient manner).

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 Institute for Lifecourse Development and faculty operations delivers the required level of service.

KEY PERFORMANCE INDICATORS:

- Effective support to the Associate Dean R&KE/Director of the ILD to manage their workload and activities including calendar management and communication.
- Effective administrative support, ensuring a positive staff and student experience.
- Timely production and delivery of work to a high standard, meeting deadlines as required.
- Building effective relationships with key stakeholders.
- Contribution to the team ethos and effectiveness.
- Ensuring processes are efficient and clearly communicated to key colleagues.
- Enquiries responded to in a timely and effective manner.

KEY RELATIONSHIPS (Internal & External):

- ILD and Faculty 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**EXPERIENCE:****Essential Criteria**

- Substantive administrative and secretariat experience
- Demonstrable experience in PA support at executive level
- 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.
- Supporting high-level committee meetings and taking minutes.
- Experience of successfully managing and organising high profile events.
- Project management experience.
- Experience of working with restricted/confidential materials and handling confidential information with discretion.

Desirable Criteria

- Working in the Higher Education sector or similar environment
- Experience of supporting research and knowledge exchange activities
- Experience of servicing research ethics committees, understanding of ethics policies and procedures, compliance, and risk assessment.
- Experience of using online central systems and packages

SKILLS:

Essential Criteria

- 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.
- 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.

Desirable Criteria

- N/A

QUALIFICATIONS:**Essential Criteria**

- Relevant degree or professional qualification and/or extensive experience in administration, events, or project management.

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