

## JOB DESCRIPTION

**Job Title:** Research & Knowledge Exchange Officer (ILD)

**Grade:** SG5

**Department:** Faculty Operations; Faculty of Education, Health and Human Sciences (FEHHS)

**Responsible to:** Research and Knowledge Exchange Manager (ILD)

**Responsible for:** N/A

**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, professional services staff, staff in Finance and the People Directorate, students, visitors and external contacts.

**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 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.

The Faculty Research & Knowledge Exchange Officer provides administrative support for the Faculty's Research Institute, the Institute for Lifecourse Development (ILD) to ensure a high level of efficiency and effectiveness across the range of research and knowledge exchange activities.

## **KEY ACCOUNTABILITIES**

### **Team Specific:**

- Service ILD meetings as required.
- Help to develop and support a programme of events for academic staff and Postgraduate research students to promote and share their research.
- Provide event support for the planning and delivery stages of ILD events including arranging logistics, right to work checks, risk assessment, speaker forms, catering etc.
- Provide support for financial administration including purchase orders, time sheets, reporting and year-end finances.
- Support various ILD processes including hosting visitors, VC scholarships, ILD peer review and award processes.
- Oversee the ILD inbox and calendar of events.
- Provide administrative support for the Faculty Research Excellence Framework and Knowledge Exchange Framework preparations.
- Provide cover for other members of the ILD administration team as required.

### **Generic:**

- Provide comprehensive secretarial and administrative support for key Faculty research and knowledge exchange activities, ensuring that requirements of core functions and streams of work are met.
- Work collaboratively within the team to develop and implement administrative systems ensuring that effective systems and processes are developed and maintained.
- Prepare documentation and materials with a high level of accuracy.
- Provide advice and support to a range of functional areas, liaising with administrative and academic colleagues at all levels as required.
- Liaise with internal and external stakeholders as required within the remit of the role.
- Participate in wider Faculty activities where required, such as open days and graduation ceremonies.

### **Managing Self:**

- Manage own workload and use initiative.
- Respond to enquiries in a timely and effective manner.
- Communicate clearly and effectively, working as part of a team.
- Manage work effectively and deliver under pressure, meeting deadlines.
- Responsible for maintaining own continuous development.

**Core Requirements:**

- Commitment to the key strategic priorities of the Faculty and University.
- 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:**

- Support and promote a strong Health & Safety ethos to ensure the Faculty meets the requirements of the University H&S policy, including acting as a DSE Assessor, First Aider, Fire Warden if required.
- 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 and location, to ensure that the Faculty Operations Team 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 to a high standard, meeting deadlines as required.
- Building effective relationships with key stakeholders.
- Contribution to the team ethos and effectiveness (measured by feedback from colleagues, students and key stakeholders both internally and externally).
- Ensuring processes are efficient and clearly communicated to key colleagues.
- Enquiries responded to in a timely and effective manner.

**KEY RELATIONSHIPS (Internal & External):**

- Faculty colleagues, including other administrative and support staff and academics.
- Staff in Central Services across the University, including Finance, Student and Academic Services, Greenwich Doctoral College, Estates, Facilities Management, Catering, Quality Assurance Team, Greenwich Research and Innovation.
- External stakeholders, collaborators and consultants.

## PERSON SPECIFICATION

### EXPERIENCE:

#### Essential Criteria

- Excellent organisational skills and experience of administration, including organising and supporting meetings and committees;
- Experience of supporting events, including logistics and related marketing;
- Experience of monitoring a budget and some financial administration;
- Able to work independently and within a team;
- Ability to be proactive and take the initiative to develop innovative solutions to problems;
- Ability to prioritise workload, identify and meet deadlines;
- Well-developed interpersonal and communication skills.

#### Desirable Criteria

- Experience of developing administrative systems and procedures;
- Experience of working in the Higher Education sector or similar environment;
- Experience of creating and maintaining content, social media channels and web pages.

### SKILLS:

#### Essential Criteria

- Strong working knowledge of Microsoft Office particularly Excel and the use of spreadsheets;
- Excellent interpersonal skills, able to communicate effectively at all levels;
- High level of proficiency in English, both written and oral;
- Commitment to continuing professional development and desire to develop in the role;
- Ability to organise and prioritise workload with minimal supervision
- Ability to identify and meet deadlines;
- High degree of accuracy and the ability to pay close attention to detail;
- Able to work well in a team;
- Adaptable to different types of work and workloads;
- Calm under pressure;
- Tactful, diplomatic and discreet;
- Able to make suggestions for improvements and work proactively.

### QUALIFICATIONS:

#### Essential Criteria

- A good standard of general education including minimum of A-C grade in GCSE Maths and English or equivalent;
- Some proven relevant experience.

#### Desirable Criteria

- Degree qualification.

### PERSONAL ATTRIBUTES:

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