

JOB DESCRIPTION

Job Title: Directorate Support Manager

Grade: SG7

Department: Greenwich Research and Innovation (GRI)

Responsible to: Director of Greenwich Research and Innovation

Responsible for: Operations Coordinator and Project Administrator

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

Greenwich Research and Innovation (GRI) is the University's central unit providing high quality support to the academic community to assist in the delivery of the ambitious Research and Knowledge Exchange (R&KE) sub-strategy within the University's Strategy 2030. GRI is structured to support all aspects of the project cycle from identifying relevant funding opportunities right through to maximising the impact from the University's activities and is supported through an Executive Office.

The postholder heads up the GRI Directorate Office Support function and is responsible for managing the day-to-day, as well as the medium and long-term operation of administrative and support activities for the Directorate.

The Directorate Support Manager is required to ensure effective co-ordination of the various resources associated with the delivery of a professional, proactive, quality service by the Directorate Support Office. Working on their own, as well as a member of GRI, the postholder will contribute to and provide support for GRI planning processes and strategic developments and will deliver services that ensure effective resource management.

Specifically, the postholder is required to lead on the management of the spend profile of GRI, reporting directly to the Director of GRI and advising the Heads of GRI service units; advise colleagues on university policy and procedures such as HR and Recruitment, Procurement, Financial Regulations, and Records and Information Compliance; direct staff administrative resources to ensure an effective and flexible approach to supporting GRI's strategic objectives in underpinning the University's R&KE

sub-strategy; to act the central point of contact for all enquiries to GRI from high-profile internal and external stakeholders.

The postholder will be a member of the GRI Senior Management Team.

KEY ACCOUNTABILITIES

Team Specific:

- Working as a member of the GRI Senior Management Team, the Directorate Support Manager will contribute to/provide support for GRI planning processes and strategic developments and will deliver services that ensure effective resource management. This will require management of confidential and/or sensitive material from time to time.

Generic:

- Develop and manage efficient administrative systems for the GRI Executive Office.
- Manage the staff located within the GRI Directorate Support Office and consolidate the personal administrative support provided to the Director and SMT.
- Under the guidance of the Director of GRI, assist in managing the annual planning processes and resources for GRI, covering recurrent funding, and staffing, preparation of annual budget projections and the management and monitoring of annual budget allocations. This will involve close liaison with the finance office and People Directorate.
- Co-ordinate and manage projects at the request of the Director of GRI and/or the Directorate Management Team.
- Take a lead in relation to the local implementation and operation of Human Resources, policies, processes, and systems, co-ordinating all practical aspects of GRI recruitment and appointment, performance management and staff development and training activities, including maintenance of all associated records.
- Operate as the main point of contact and liaison regarding the local implementation and operation of GRI practices, co-ordinating all practical aspects of GRI space planning and utilisation activities, including development projects.
- Develop and maintain processes for effective communication within GRI.
- Oversee the management of shared GRI shared systems; maintenance of documentation recording GRI policies and procedures.
- Take a lead in records management, ensuring the appropriate storage, organisation and maintenance of robust record keeping for the GRI Records Retention Schedule in accordance with university policies.

- Co-ordinate the operation of GRI Health & Safety activities, including compliance with annual reporting requirements.

Managing Self:

- Works to strict deadlines.
- Works proactively without constant supervision.
- Works autonomously and contributes to the team effort demonstrating adaptability, resilience, and operational prioritisation.
- Exhibits tact and diplomacy in dealings with others.
- Promotes and embeds wellbeing and empathy of staff in own team ensuring they are supported in their roles.
- Demonstrates the importance of the balance of service/team needs with individual circumstances.
- Sensitive and appropriate in managing staff and customer expectations.

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 GRI delivers the required level of service.

KEY PERFORMANCE INDICATORS:

- In supporting the delivery of the university's R&KE sub-strategy, sustained growth rate in R&KE income to meet targets of 20% of revenues generated from research and KE.
- Supporting the doubling of successful bids submitted from the university and supporting multidisciplinary bids which GRI have led.

KEY RELATIONSHIPS (Internal & External):

Internal

- Director and Associate Director of GRI and GRI SMT
- Deputy Vice Chancellor (R&KE)
- Senior Faculty personnel including Associate Deans for R&KE, Associate Heads of Schools, Institute and Research Centre leads.
- Faculty academic staff
- GRI colleagues
- Finance, People Directorate, Estates and Partnerships Team

External

- External staffing agencies.
- External suppliers.
- External collaborators, key partners and stakeholders including University Alliance and U9 collaborators.

PERSON SPECIFICATION

EXPERIENCE:

Essential Criteria

- Provision of administrative support to senior management
- Experience of providing administrative support services to individual teams
- Experience of working in a busy office environment
- Management of budgets
- Experience of arranging and supporting committee meetings
- Experience of line management.
- Evidence of effective team working and engaging and motivating others.
- Experience of working with academic researchers/knowledge exchange practitioners.
- Experience of management of pre- and post-award activities for collaborative R&KE projects.

Desirable Criteria

- Willingness to undertake Health and Safety role within/for GRI.
- Membership of a relevant professional body.
- Experience of costing or budget management of research and knowledge exchange activities.
- Experience of working in Higher Education

SKILLS:

Essential Criteria

- Numerate, with the ability to manage budgets.
- Excellent communication skills, with an ability to deal with individuals at all levels of the organisation.
- Excellent IT skills across MS Office including Word, PowerPoint and Excel and bespoke databases.
- Ability to draft reports, briefing notes, and minutes.
- Diplomatic and tactful.
- Sensitive to highly confidential matters/issues.
- Excellent interpersonal, oral and written communication skills.
- Ability to work independently and to use own initiative.
- Ability to manage busy workloads and meet deadlines.
- A commitment to Equal Opportunities and working with a diverse staff and student population.

Desirable Criteria

- Project management.
- Business coaching and mentoring skills.

QUALIFICATIONS:**Essential Criteria**

- A degree, foundation degree or management qualification, or equivalent extensive relevant experience.

Desirable Criteria

- Membership of a relevant professional body.
- Professional administrative and/or secretarial qualifications such as ECDL.

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