

## JOB DESCRIPTION

**Job Title:** Senior Research and Knowledge Exchange Officer

**Grade:** SG6

**Department:**

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

**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 is a key part of the ILD team that supports services related to research and knowledge exchange within the faculty.

## **KEY ACCOUNTABILITIES**

### **Team Specific:**

- Co-ordinate the planning and delivery of ILD / Faculty research and knowledge exchange events and CPD training in liaison with the ILD RKE Manager, ensuring the needs of key stakeholders are met.
- Coordinate the promotion and marketing of internal and external events and activities including through social media, website, flyers, newsletters and brochures.
- Contribute to the maintenance and development of marketing and communications tools including the ILD website, social media, brochures, blogs and flyers.
- Design marketing materials ensuring adherence to branding and promote events using social media in consultation with Marketing colleagues and Institute staff.
- Provide support for financial administration of ILD activities such as fee-paying events, research projects and training programmes.
- Maintain and improve databases for ILD centre members, partners and other external stakeholders, ensuring compliance with GDPR and other relevant legislation and guidance.
- Support meetings and committees as required, preparing agendas and inviting attendees, arranging and attending meetings and preparing minutes / actions.
- Collate information for knowledge exchange activity to feed into reports for e.g. Knowledge Exchange Framework, Research Excellence Framework reports and senior management briefings.

### **Generic:**

- Act as a main contact for visitors and partners to the ILD, 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.
- Monitor and oversee relevant research and knowledge exchange budgets/accounts, process expenditure etc, ensuring procurement and spend complies with university processes and procedures.

### **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.
- Able to 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.
- Able to 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 administrative support, ensuring a positive experience for colleagues, students and external stakeholders.
- 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**

- 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.

## **EXPERIENCE:**

### **Essential Criteria**

- Planning and delivery of events and other activities such as training programmes and conferences
- Creating and editing web content and copy for brochures, flyers and other promotional materials
- Supporting committee meetings and taking minutes.

### **Desirable Criteria**

- Working in the Higher Education sector or similar environment

- Experience of supporting research and knowledge exchange activities
- Project management experience

**SKILLS:****Essential Criteria**

- Able to communicate effectively, both verbally and in writing through multiple channels including via social media
- Proficiency in Microsoft Office
- High level of proficiency in written and spoken English
- Able to demonstrate a high degree of accuracy and the ability to pay close attention to detail
- Analytical and systematic approach to work
- Able to build and maintain effective professional relationships with key stakeholders
- Able to work proactively and prioritise tasks effectively without close supervision
- Team player willing to support the development of others
- Commitment to continuing professional development and desire to develop in the role.

**Desirable Criteria**

- Knowledge of design packages e.g. Adobe and InDesign and online tools such as Microsoft Forms and Eventbrite

**QUALIFICATIONS:****Essential Criteria**

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

**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.