

JOB DESCRIPTION

Job Title:	School Research & Enterprise Officer	Grade:	SG5
Department:	School-based	Date of Job Evaluation:	
Role reports to:	Head of Research & Enterprise Support		
Direct Reports			
Indirect Reports:	Head of School/Heads of Research Groups		
Other Key contacts:	Academic staff, administrative and technical support colleagues, University-wide colleagues at all levels, research students, research student supervisors, visitors, external contacts, GRE and RETI.		

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: To provide a high standard secretarial and administrative support service ensuring efficiency and effectiveness across the range of research and enterprise activities to specified subject areas.

KEY ACCOUNTABILITIES:

Team Specific:

- Work effectively as a member of the Faculty Research & Enterprise Support Team to provide support to key activities as directed by the Head of Faculty Research & Enterprise Support for a specific School/s.
- Establish and maintain good working relationships in contributing to the delivery of an efficient support service.

Generic:

- Provide comprehensive secretarial and administrative support for key Faculty research and enterprise activities ensuring that requirements of core functions and streams of work are met.
- Provide dedicated support for research groups/centres – Setting agendas and taking minutes/action points for research group meetings; website development and maintenance
- Co-ordination of various internal/external reporting
- Monitor research outputs and promote individual new publications/conference papers/public seminars/talks/exhibitions etc.
- Provide support for purchasing (travel, conferences, catering, equipment etc.)
- Promotion and marketing of internally and externally-facing events and activities

- Research Event support - Ambassador Recruitment and management; management of hashtag campaigns before, during and after an event; management of Instagram if appropriate; management of LinkedIn account where appropriate; supporting development of digital content
- Co-ordinating a research community and industrial contact database
- Work with Schools to introduce research into student recruitment events
- Provide School research contributions to the Faculty R&E bulletin and annual report.
- Support the ongoing development of the Research Student community and its associated events.
- Work collaboratively within the team to devise and implement administrative systems ensuring that effective, records, archiving and filing systems and processes are developed and maintained.
- Prepare documentation and materials ensuring 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.
- Undertake small-scale projects such as conference, meetings and other internal and external events as directed by the Head of Research and Enterprise Support.
- Liaise with internal and external stakeholders as required within the remit of the role.
- Work flexibly, providing cover and collaborative support to other colleagues in the Faculty Research & Enterprise Support Team to meet variations in demand.

Managing Self

- Responsible for maintaining own continuous development.
- Work to deadlines and project plans.
- Respond to queries in a timely manner.

Core Requirements

- Adhere to and promote the University's policies on Equality and Diversity 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.

Additional Requirements:

- On occasions, work outside of normal working hours to support Department and Faculty activities.
- May be required to work at other venues in the UK.
- Any other duties appropriate to the post and the grade.

KEY PERFORMANCE INDICATORS:

- Effective administrative support.

- Timely production and delivery of work.
- Contribution to the team ethos and effectiveness.
- Enquiries responded to in a timely manner.
(measured by feedback from colleagues, students and key stakeholders both internally and externally)

KEY RELATIONSHIPS (Internal & External):

- Faculty colleagues, including other administrative and support staff and academics.
- Staff in Central Services across the University, including Office of Student Affairs, Recruitment and Admissions, Space Management, Student Records, Facilities Management, Catering, Learning and Quality, Postgraduate Research Office, Marketing, GRE, Finance.
- External collaborators and consultants.

PERSON SPECIFICATION

Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • Working in research environment within Higher Education or a similar institution • Administrative and secretarial experience • Supporting meetings and note-taking • Experience of marketing and promotion for profile-raising/activities/events • Use of social media in a professional context • Experience of maintaining web pages <p>Skills</p> <ul style="list-style-type: none"> • Strong working knowledge of Microsoft Office. • Excellent interpersonal skills • High level of proficiency in English, both written and oral. • Excellent ability to communicate effectively at all levels. • Commitment to continuing professional development and desire to develop in the role. • Ability to organise own work 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. • Confidence to make own decisions and present ideas. 	<p>Experience</p> <ul style="list-style-type: none"> • Experience of developing administrative systems and procedures. • Co-ordinating small-scale events <p>Skills</p> <ul style="list-style-type: none"> • Use of online systems such as: Event Brite, Dropbox, Google Docs, Doodle • Use of project management software eg. Basecamp, Wrike, Trello

<p>Qualifications</p> <ul style="list-style-type: none">• A good standard of general education including minimum of A-C grade in GCSE Maths and English or equivalent.• Degree level education or considerable proven relevant experience. <p>Personal attributes</p> <ul style="list-style-type: none">• We are looking for people who can help us deliver the values of the University of Greenwich: Excellence, Determination, Inclusivity, Ambition and Creativity	<p>Qualifications</p> <ul style="list-style-type: none">• N/A <p>Personal attributes</p> <ul style="list-style-type: none">• N/A
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