JOB DESCRIPTION

Job Title:	Researcher Training Administrator	Grade:	SG5
Department:	Greenwich Research & Enterprise (GRE)	Date of Job Evaluation:	August 2022
Role reports to:	Head, Research and Enterprise Training Institute		
Direct Reports	None		
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 & Enterprise (GRE) is seeking an enthusiastic individual to provide a high standard of administrative support for a range of research administration activities to support the work of the Research & Enterprise Training Institute (RETI) as a Researcher Training Administrator. The post requires ability to work in a team environment, under pressure, with a customer focussed approach towards postgraduate research students and staff.

The Researcher Training Administrator will work as part of RETI with administrative responsibility to support the organisation and delivery of RETI Training as directed by the Head of Research and Enterprise Training Institute. They will also work closely with the RETI Researcher Training Officers to provide administrative support for the preparation and delivery of a range of RETI activities.

KEY ACCOUNTABILITIES:

Team Specific:

- Provide administrative support for the organisation and delivery of RETI Training sessions.
- Provide administrative assistance and work with the RETI Training team on the pre- and post-delivery administration tasks of RETI Training sessions. These include, but are not limited to, creating training events for bookings, booking venues, collating training attendance and completion data, preparation of certificates of attendance, download session feedback reports, support on the RETI management system for RETI Training data entry and reports.
- Provide support in preparing materials for marketing and other communications.
- Assist with responding to day-to-day enquiries, sending announcements and notifications using various platforms.
- Maintain accurate records and data in relation to postgraduate research students and supervisors, ensuring all data is managed in accordance with

Data Protection requirements and the university Information and Records Management Policy.
- Generate reports from the RETI management system.
- Arrange meetings.
- To liaise across the wider RETI team to provide further support to the research community.
- Ensure that a professional service is delivered to postgraduate research students, academic supervisors, faculties' research office staff, and the wider university staff at all times and be able to take initiative to answer general enquiries that come through the office.
- To undertake internal and external training opportunities, such as work shadowing, towards future skills and knowledge development.

Generic:

- Knowledge of the HE sector and Quality Assurance Agency (QAA) guidelines for research students.
- General duties as required to support the work of the Research and Enterprise Training Institute.

Managing Self:

- Well-developed communication and presentation skills with the professional qualities needed to gain confidence and respect from colleagues internal and external to the university.
- Team membership skills, with an ability to work as an individual and as a team member.
- Good organisational skills with a high level of competency using Microsoft Office.
- Able to prioritise individual workload and meet competing deadlines successfully with a good track record of achieving objectives.
- A methodical approach to tasks with attention to detail and ability to present high quality data.
- Ability to analyse problems and advise on appropriate solutions.
- Good customer focused skills, able to build successful relationships with internal and external stakeholders and staff at different levels.
- Ability to adhere to established procedures and contribute to implementing procedural and organisational change and policy development.

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 Head of RETI, 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, attendance at different campuses of the university, to ensure that the Research & Enterprise Training Institute 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, meeting deadlines as required.
- Building effective relationships with key stakeholders.

KEY RELATIONSHIPS (Internal & External):

- RETI colleagues
- GRE colleagues
- Faculty Research Officers/Administrators
- Postgraduate Research Students
- Academic staff including supervisors

PERSON SPECIFICATION	
Essential	**Desirable**

Essential

Experience
- Experience of administrative work in a busy office environment, preferably in the research area including postgraduate research in UK HE
- Experience of working as part of a team and of assuming additional responsibilities beyond those attached to day-to-day roles
- Experience of managing a busy workload, demonstrating ability to work with some autonomy and achieving objectives and targets successfully, and of reporting on these
- Demonstrable experience of the ability to maintain accurate and up to date records
- Experience in problem solving and working through ideas for new solutions
- Experience of working with university regulations and procedures

Skills
- Excellent IT Skills
- Proficient in the use of Microsoft Office
- Experience of postgraduate research administration
- Ability to administer data systems and present high-quality data
- Excellent organisational skills and time management
- Highly numerate and literate
- Excellent interpersonal and communication skills (written/oral) and a customer focused approach
- An ability to work with colleagues at different levels, and provide effective procedural advice and guidance as required

Desirable

Experience
- Experience of research administration for staff and postgraduate researchers
- Experience of the University's student records database
- Experience of organising and facilitating training events

Skills
- Advanced user of Microsoft word and Excel

• Ability to take initiatives in solving day to day issues or problems and to present and recommend solutions to other colleagues • Able to prioritise, organise and deliver a complex and changing workload under pressure, without constant supervision and to tight deadlines • Able to take a methodical approach with keen attention to detail • Able to work both individually and as part of a team **Qualifications** • Degree or professional qualification and/or extensive relevant administrative experience **Personal attributes** • We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Inclusive, Collaborative and Impactful	**Qualifications** • N/A **Personal attributes** • N/A