# JOB DESCRIPTION

<table>
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<tr>
<th><strong>Job Title:</strong></th>
<th>Faculty Research Support Manager</th>
<th><strong>Grade:</strong></th>
<th>SG7</th>
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<tbody>
<tr>
<td><strong>Department:</strong></td>
<td>Greenwich Business School</td>
<td><strong>Date of Job Evaluation:</strong></td>
<td>August 2022</td>
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<td><strong>Role reports to:</strong></td>
<td>Head of Business Operations</td>
<td><strong>Direct Reports</strong></td>
<td>N/A</td>
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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 Greenwich Business School has high research and knowledge exchange ambitions, aligned to the University of Greenwich’s strategy for 2030. We are therefore seeking to appoint a highly motivated Faculty Research Support Manager to help us get there.

This is a key management and customer care role requiring a high attention to detail, self-organisation and working with a broad range of stakeholders both internally and externally.

The post-holder will manage the delivery of a high-quality research support service, working closely with the Associate Dean (Research and Knowledge Exchange) to ensure that the Greenwich Business School’s research ambitions are met.

The post-holder will also take responsibility for coordinating key Faculty-wide workstreams under the direction of the Head of Business Operations.

## KEY ACCOUNTABILITIES:

### Team Specific:
- Lead the Faculty Research Support Team
- Line Management responsibility for members of the faculties research support staff and occasional casual workers.
- Establish and maintain excellent working relationships in managing the delivery of an efficient research support service.
- Prioritise work of team members and direct staff in the delivery of their duties.
- Promote effective communication and strong customer care ethos in service to colleagues and external stakeholders.
• Contribute to the coordination of the ongoing develop and improvement of Faculty-level services, taking a lead in specific areas in liaison with the Head of Business Operations.

Generic:
• Manage the effective operation and organisation of the research support service provided to the Associate Dean (Research and Knowledge Exchange), academic staff, and researchers.
• Devise and implement efficient systems, processes and procedures, maintaining oversight of key research support functions across the Faculty.
• Ensure research support documentation and materials are prepared and maintained to a high-level of accuracy (e.g., records of research KPI outcome and impact measures, funding applications, Research Excellence Framework documents, and research committee minutes and papers).
• Supporting the preparing of research proposals, monitoring of funded research projects, and participating in relevant research reviews, benchmarking, and external accreditation exercises.
• Provide advice and guidance and training to staff on Faculty and University-level research policies, procedures, and regulations.
• Ensure academic staff are aware of research funding opportunities as they arise.
• Identify appropriate networks to promote activity of Greenwich Business School colleagues on potential research projects within and outside the UK.
• Seek out consultancy opportunities that match with Greenwich Business School priorities.
• Support holders of externally funded grants and consultancies in the management of their grant programmes.
• Oversee the production, monitoring, and disseminating research reporting and data, including to the Faculty Leadership Team.
• Oversee the organising and delivering of research events e.g., grant writing workshops, writing retreats, Faculty research conferences and information events.
• Take initiative and lead on projects as required ensuring that work is organised and delegated according to individual abilities and that clear objectives are set.
• Collaborating with the University’s Greenwich Research and Enterprise directorate in resolving research support-related business problems.
Managing Self:
- Manage own workload and that of the Faculty Research Support Team ensuring effective delegation.
- Take responsibility for maintaining own continuous 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 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 Greenwich Business School delivers the required level of service.

KEY PERFORMANCE INDICATORS:
- Deputise for Faculty colleagues in their absence.
- On occasions, work outside of normal working hours to support Greenwich Business School activities.
- Some UK or Overseas travel may occasionally be required

KEY RELATIONSHIPS (Internal & External):
- Faculty colleagues, including other administrative and support staff, academics, and researchers.
- Staff in Central Services across the University, including GRE, RETI, Estates, Catering, Finance.
- External collaborators, consultants, examiners and other external stakeholders.
### PERSON SPECIFICATION

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<tr>
<th>Experience</th>
<th>Desirable Experience</th>
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<tr>
<td><strong>Essential</strong></td>
<td><strong>Desirable</strong></td>
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<tr>
<td>• Significant administrative management experience.</td>
<td>• Significant administrative management experience in the Higher Education Sector</td>
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<td>• Proven experience in leading and motivating a team.</td>
<td>• Knowledge and experience of research bids and funding proposals.</td>
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<td>• Experience of developing and managing administrative systems and procedures</td>
<td>• Experience of advising academics and researchers on policies and procedures.</td>
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<td>• Experience of managing a high-quality service to customers or clients.</td>
<td>• Knowledge of University systems such as Banner.</td>
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<td>• Knowledge of research ethics and funding processes in Higher Education.</td>
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<tr>
<th>Skills</th>
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<tr>
<td><strong>Essential</strong></td>
<td><strong>Desirable</strong></td>
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<tr>
<td>• Excellent administrative, organisational and IT skills.</td>
<td>• Confident making recommendations to senior staff and taking independent decisions.</td>
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<td>• Excellent interpersonal skills and an ability to build relationships and communicate effectively with a wide range of contacts both internally and externally.</td>
<td>• Commitment to providing a high standard of support when working individually and when providing direction to a team.</td>
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<td>• High level of proficiency in both written and verbal English.</td>
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<td>• Ability to produce high quality formal written documents, for examples reports to senior managers.</td>
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<td>• Ability to use initiative and confidence to make recommendations to senior colleagues and follow through ideas and innovations.</td>
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<td>• Ability to plan and manage projects effectively, ensuring clear objectives are set.</td>
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- Ability to work under pressure and prioritise tasks to meet tight deadlines.
- Confident in communicating with staff at all levels and with students from a diverse range of cultures and backgrounds.
- Commitment to continuing professional development and desire to develop in the role.
- Ability to support the development of others.

**Qualifications**
- Honours degree
- A good standard of general education including minimum of A-C grade in GCSE Maths and English or equivalent

**Personal attributes**
- We are looking for people who can help us deliver the values of the University of Greenwich: Inclusive, Collaborative and Impactful

**Qualifications**
- Post graduate qualification

**Personal attributes**
- N/A