

JOB DESCRIPTION

Job Title:	Impact Officer	Grade:	SG7
Department:	Greenwich Research and Enterprise (GRE), Research Development Services	Date of Job Evaluation:	
Role reports to:	Impact Framework Manager		
Direct Reports	None		
Indirect Reports:	None		
Other Key contacts:	Academic Research and Knowledge Exchange & Enterprise Staff REF Unit of Assessment Leads Faculty Associate Deans of Research & Knowledge Exchange Faculty Research and Knowledge Exchange Support Officers GRE Enterprise Development Managers GRE Research Development Officers Head of Research Development Services Recruitment & Communications Public Relations		
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 Enterprise (GRE) is the university's central office responsible for developing a supportive research culture and establishing links with external stakeholders from industry, civic society, public sector and the general public at large. GRE works across the following service areas: research development services, knowledge exchange and enterprise development services, commercial and IP services, and research and enterprise training.

As part of providing high quality support pivotal to its research environment, the university is now recruiting an Impact Officer to join the GRE Research Development Services team at Greenwich.

This role will support public and stakeholder engagement activities geared to generating economic, social, and environmental impact from the university's research (covering both STEM and SHAPE disciplines), as well as support the university's preparations for the Impact requirements of the Research Excellence Framework (REF). Additionally, this role will involve advising and assisting our researchers with the design and execution of new and ongoing knowledge exchange activities, in particular those geared to bring about intended impacts. To that end, a key aspect of the work will involve providing expertise on the inclusion

of impact monitoring and evaluation mechanisms within these activities to track impacts, and support routes to impact as they emerge. The curation of these pathways to impact using a systematic record-keeping approach will also fall within the remit of this role.

As a representative of Research Development Services, the post-holder will support our researchers and research group leads on all of the above, applying an in-depth understanding of ways to translate research insights into solutions that address the needs and challenges of research-users, or improving their circumstances and prospects. This support will be offered within the context of individual and collaborative research impact plans, geared to the development of impact case studies for assessment purposes, the nurturing of stakeholder relationships, and the enhancement of research-user benefit as prioritised within the university's [strategic plan](#).

KEY ACCOUNTABILITIES:

Team Specific

- Provide expert advice, guidance, training, tools and techniques to researchers to help them to identify and define potential social, economic and environmental impacts leading from their research.
- Provide expert advice, guidance and training to researchers to develop and deliver impact using effective public engagement, knowledge exchange and translation strategies.
- Provide expert advice, guidance and training to researchers on the design and implementation of impact monitoring and evaluation activities within their research, in order to track and evidence the reach and significance of impact.
- Provide expert advice, guidance, training, tools and techniques to researchers on curating research impact stories which are linked to associated impact evidence.
- Provide expert advice, guidance and training to researchers on how best to showcase the impact leading from their research.
- Work closely with relevant researcher and professional services teams to build and maintain a good understanding of academic research areas and associated public engagement, knowledge exchange and translation activities at the university, as well as the current state of play regarding impacts realised.
- Be a lead impact contact supporting the management of all faculties to devise their impact strategies, to help them identify projects with high impact potential and proactively support their development, and evaluate their success.
- Assist Research Development Officers and researcher applicants to understand funder requirements for impact, to explore and help articulate impact plans within their research proposals.

- Be a university champion/advocate for impact, raising its profile internally and externally.
- Maintain and share up-to-date knowledge of Public Engagement, Knowledge Exchange and Impact frameworks operating in the UK HEI and research sectors.
- Support the Impact Framework Manager in applying for external Public Engagement, Knowledge Exchange, and Impact funds and in managing external funder requirements.
- Support the Impact Framework Manager in identification and development of REF impact case studies and support management of future REF impact case study returns. This will include guiding impact authors through complex eligibility and compliance rules, helping draft and edit impact case study narratives, assisting with the collection and storing of robust evidence, helping coordinate peer review panels, and facilitating review feedback.
- Work directly with researchers (Greenwich and external) and external stakeholders (intermediary organisations and potential impact beneficiaries) to facilitate effective public engagement, knowledge exchange and translation geared to realising impact.
- Take responsibility for organising, planning and delivering strategically identified impact and engagement initiatives and events across the university.
- Maintain information management systems and structures, and assist in reporting that informs institutional decision-making on impact, using current or future systems.

Generic

- As a member of the Research Development Services team, to contribute as an active member of the team, respecting the work of other team members, building team morale and motivation, and upholding the values of the university.
- To express this team-focus by contributing to team meetings, assessing team objectives, covering for sickness and holidays, and collectively recommending service and procedural improvements.
- Contribute to achievement of University Strategic Plan Objectives and KPIs.

Managing Self

- Work using own initiative and have the ability to manage several projects at once.
- Have the ability to work under pressure during peak periods with conflicting deadlines.
- Respond to queries in a timely and effective manner.
- Maintain confidentiality at all times.

- Take responsibility for, and demonstrate a commitment to, own personal development within the post. Identify development needs through regular appraisals, including formal courses within the university and on-the-job training.
- Develop and maintain positive relationships with a range of stakeholders (internal and external).
- Participate in and develop external professional and subject networks, to promote the university and build relationships for future activities.

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 may reasonably be required, consistent with the grade of the post.
- Be flexible in relation to hours of work, as may be reasonably requested from time to time, and in line with the needs of a research engagement support role.
- Travel to external partners and stakeholders will be required in line with the needs of a research engagement support role.
- Travel regularly between university campuses, as demanded by a GRE central support role.

KEY PERFORMANCE INDICATORS:

- Develop good relationships with key university stakeholders for the delivery of impact via public and stakeholder engagement, knowledge exchange or any other mechanism for translation of research knowledge into impact.
- Support university research staff and groups to identify public engagement audiences, knowledge exchange partners and impact beneficiaries that may benefit from their research insights.
- Support university research staff and groups to design and plan effective impact translation activities and mechanisms (eg. public engagement events, stakeholder communication plans, knowledge exchange initiatives, impact translation activities)

- Support university research staff and groups to identify appropriate indicators of impact, and design and implement appropriate mechanisms for monitoring, evaluating and evidencing impact using those indicators.
- Contribute to the development and use of knowledge management and curation systems at the university, specifically those recording research insights that underpin impact.
- Contribute to the development and use of impact curation systems at the university, specifically those geared to demonstrate the contribution the university makes to the economy, society, and environment.
- Provide support to key university stakeholders for the showcasing of successful impact stories for a variety of purposes (eg. marketing and communications, prizes, attracting collaborators and partners)
- Support all aspects of impact case study preparation for the university's REF submissions.

KEY RELATIONSHIPS (Internal & External):

Key internal relationships: GRE Staff, Faculty Academic Research and Knowledge Exchange & Enterprise Staff, Faculty Research and Enterprise Support Staff, Faculty Associate Deans of Research & Knowledge Exchange, REF Unit of Assessment leads, Knowledge Exchange Networks, Public and Stakeholder Engagement Networks, Recruitment & Communications Staff, Public Relations Staff.

Key external relationships: External collaborators, Impact delivery partners and stakeholders, Impact beneficiaries, Impact expertise networks, Public Engagement delivery partners and stakeholders, Public Engagement audiences, Public Engagement expertise networks, Knowledge Exchange partners and stakeholders, Knowledge Exchange networks.

PERSON SPECIFICATION	
Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • Experience of working in the higher education sector and particularly in research administration and support. • Understanding impact frameworks applied in the UK HEI sector, and the requirements for Impact Case Studies in the Research Excellence Framework. • Experience of working in Knowledge Exchange and Public Engagement, as conceived in the UK via reference to the sharing of research knowledge beyond academia. • Experience of designing and applying feedback mechanisms for evaluation of public engagement activities, or monitoring and evaluation of research impact. <p>Skills</p> <ul style="list-style-type: none"> • Excellent partnership engagement, interpersonal and influencing skills. • Excellent written and verbal communication skills, across a variety of media and for various audiences. • Able to provide expert advice and guidance to colleagues to resolve complex problems. • Ability to synthesise complex factors in a clear and concise way. • Able to apply analytical skills and focus when required. • Capacity to assess and communicate priorities, organise multiple activities and plan 	<p>Experience</p> <ul style="list-style-type: none"> • Experience related to the demonstration and evidencing of research impact, specifically the design and implementation of impact monitoring and evaluation strategies and tools. • Experience in working directly with stakeholders and potential impact beneficiaries to support routes to impact. • HEI research support and administration experience crossing both STEM and SHAPE disciplines. • Previous experience as an active researcher, or support member of a research team. <p>Skills</p> <ul style="list-style-type: none"> • N/A

workload in response to changing priorities.

- Ability to work effectively across organisational boundaries.
- Pro-active approach to managing processes, resources and projects.
- Excellent IT skills, including Microsoft Office suite.

Qualifications

- Degree Level or equivalent experience.

Personal attributes

- We are looking for people who work in accordance with the [values](#) of the University of Greenwich: Inclusive, Collaborative, Impactful

Qualifications

- Postgraduate research degree or equivalent business/management qualifications.
- Degree Level or equivalent experience in Marketing, Communications, or Public Relations

Personal attributes

- N/A