

Impact & Outputs Unit Admin Officer - Research and Enterprise - Grade E

Job Description

Purpose

Based within the Impact and Outputs Unit, the post holder will deliver a range of professional services to support the core functions of the team, including supporting the University's Research Excellence Framework (REF) submission, research and knowledge exchange training and development, and our communications and events.

Duties

1. To provide support for the University's REF submission in relation to meetings, events, data and information collation and storage.
2. To arrange formal and informal meetings including the preparation of agendas, minuting of meetings, distributing and monitoring actions, maintaining up-to-date records and undertaking any appropriate follow up actions.
3. To coordinate, plan and organise the programme of internal research and knowledge exchange events.
4. To provide administrative support for the Annual Research Assessment of outputs, including collating output lists and issuing information to external reviewers, logging responses and fielding queries, and monitoring financial transactions.
5. To identify, collate and analyse evidence of research and knowledge exchange activities and successes across a range of sources to support a range of reporting requirements.
6. To work with other Teams across the University to coordinate the Research and Enterprise Staff Induction and Annual Researcher Development Programme, ensuring timely, effective and efficient processes are in place to support each event.
7. To provide guidance and support to staff via a range of communications streams including email, MS Teams, website and in person enquiries;
8. To maintain the team's intranet pages and Researcher Development Portal ensuring regular review takes place, updating and creating new content.
9. To monitor shared email inboxes and to deal with enquiries in a courteous and helpful manner;
10. To be mindful of legislation and regulations on data protection, freedom of information and intellectual property rights and safeguard standards of security and confidentiality.
11. Any other duties commensurate with the post and the grade as agreed with the Head of Impact and Outputs or their nominee.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- Demonstrable experience of current administrative practices in a busy, customer focused office environment (Application/Interview).
- Experience of providing complex advice to customers (Application/Interview).
- Experience of organising, updating and maintaining accurate computerised records and files (Application/Interview).
- Experience of working in an environment providing professional services, with a high degree of customer contact (Application/Interview).
- A range of GCSEs, including English Language and Maths at Grade C or above, or appropriate equivalent experiential learning (Application/Interview).
- Demonstrable evidence of proficiency in the use of IT and Microsoft Office suite of packages, including the ability to use databases effectively to input, extract and manipulate information (Application/Interview).
- Proven ability to work quickly, accurately and with attention to detail in the processing and maintenance of high quality records (Application/Interview).
- Ability to work consistently under pressure, prioritise work and meet deadlines (Application/Interview).
- Ability to assimilate, organise, analyse and present information both verbally and in the form of reports and statistical information (Application/Interview).
- Demonstrable evidence of strong communication skills both written and verbal, to present information clearly and succinctly (Application/Interview).
- Proven ability to work co-operatively and supportively within a team (Application/Interview).
- Evidence of excellent attention to detail with the ability to maintain a high level of accuracy (Application/Interview).
- Demonstrable evidence of working unsupervised and being an effective member of a high performing team with a flexible and collaborative approach to work (Application/Interview).
- Friendly and approachable manner with a concern for the provision of excellent customer service (Application/Interview).
- A commitment to service excellence and continuous improvement, including a commitment to personal professional development (Application/Interview).
- An understanding of and demonstrable commitment to the University's Values of as a framework for decisions, actions and behaviours (Application/Interview).

Knowledge, Skills, and Behaviours (Desirable)

- Experience of working in an education environment (Application/Interview).
- 'A' level or equivalent qualifications (Application/Interview).
- Evidence of contributing to process improvements (Application/Interview).
- Creating effective and engaging web content (Application/Interview).
- Organising events (Application/Interview).

- Ability to assimilate large quantities of written and verbal communication quickly and produce accurate, timely minutes (Application/Interview).
- High degree of self-motivation and resilience with a positive and proactive approach (Application/Interview).
- Ability to problem solve, contribute ideas and solutions, and demonstrate initiative and flexibility (Application/Interview).