

## **JOB TITLE: Head of Research and Innovation Operations**

Job Ref: REQ230574

**As part of the university's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.**

### **Department Summary**

The Research and Innovation Office plays a leading role in shaping and delivering the University's research and enterprise activities and provides a high quality, added value and seamless service to researchers across the research development pipeline. The Office incorporates a number of different teams that provide support for nurturing partnerships and collaborations; identifying and applying for funding; managing research projects and assuring compliance with policy; ethics and integrity; research quality and open and visible research; fostering the impact, intellectual property, and commercialisation of research; and the nurturing of research leadership skills through training and skills development programmes.

The Research and Innovation Office also works closely with other Professional Services across the University, notably Legal Services, Registry, Student Services, Planning, Library Services, Finance and HR.

### **Job Description**

**Job Grade: Management and Specialist Grade 8**

#### **Organisational Responsibility**

Reporting to the Director of Research and Innovation.

#### **Job Purpose**

The Head of Research and Innovation (RandI) Services is a new senior role, forming part of the Office Senior Management Team (SMT). The role will be responsible for the effective operational leadership and management of a new Research and Innovation Operations Group and the delivery of a high quality, integrated, user-focused and resilient service to the Academy that is sector-leading. The Group operates in an environment which is regulated by national legislation, closely monitored by government agencies, subject to complex and often changing contractual and statutory requirements, and requires a dynamic approach to managing and balancing risks.

The Group is comprised of a new combination of existing RIO functional teams focused on supporting, embedding and adding value through administrative and financial processes; improving and enhancing systems utilisation and development; ensuring effective monitoring, management and reporting; optimising compliance and meeting governance requirements; and delivering the provision of specialist technical guidance in order to support academic activity in the Schools. Services includes pre-and post-award facilitation and set-up, block funding monitoring and management, research and innovation performance metrics reporting, and administrative provision for the RIO amongst others.

## **Job Duties**

### **Strategy and Planning**

- To work within the RIO Senior Management Team (SMT) to develop a RIO strategy and drive effective coordination, optimisation, integration and service development in the context of the University Strategy and its ambitions.
- To represent the RIO on University committees, shaping the resulting strategies and thinking to reflect both the external policy and compliance environment as well as internal priorities.
- Lead on the implementation of a University shift in risk assessment, management and responsibility in research and innovation activities through collaboration with professional services and academic colleagues.
- To lead oversight of, and anticipate, changes in stakeholder views and new or emerging external policy and statutory regulatory requirements and quality changes in relation to Research and Innovation support. Flag and resolve any emerging issues, shaping internal policy and practice as required in response. Proactively provide assessment of the impact on the University and develop recommendations for senior management.
- To proactively engage with external stakeholders as appropriate, gaining early intelligence and influencing change for the benefit of the University.
- To be a proactive advocate for equity, diversity and inclusion, supporting the Director in ensuring RIO makes tangible progress in line with expectations.

### **Service Leadership**

- To develop and deliver a value added, fully integrated and high-quality service to the University, Professional Services and the Academy to sector-leading standards, as benchmarked against peer institutions. Keep abreast of emerging and alternative approaches to delivering RIO's operational duties within the HE sector and internalise where required.
- Identify, develop and refine the infrastructure and systems necessary for the smooth and efficient operational running of the Research and Innovation Operations Group, using lean process principles, working with and seeking input from stakeholders as required. Develop and establish suitable Research and Innovation Operations Group service indicators.
- To lead the provision, communication and facilitation of management information for University purposes such as Finance Committee and the Research and Innovation Committee and for external purposes such as HEBCI, UKRI, UKRIO and HTA.
- Lead the addressing and mitigation of risk at pre-award stage including specifically, contractual approaches and mitigations to encourage partnerships and collaborations.
- Drive the development, maintenance and continuous review and improvement of systems to ensure that research and innovation information is integrated for maximum value, future proofed and is sector leading.
- To take the lead in the planning, management and monitoring of both University external block funding and of RIO's internal budget.
- Drive the delivery of expertise and guidance for the Academy throughout the development, submission, management, set-up and delivery of research and innovation projects, and create a suite of effective tools to support academic self-learning.
- To provide mentorship, training and guidance to the Group as required, to help them manage and prioritise their workloads and encourage staff to show initiative, making best use of their experiences and skills. Display a deep commitment to the support and development of colleagues in order for them to succeed and thrive in their roles.

### **Other**

- To engage in professional level development which is consistent with the needs and aspirations of the postholder, the Office and the University.
- To establish and maintain effective, transparent and regular communications and working relationships with key stakeholders in University Senior Management, the Schools and other Professional Services.
- To undertake such other duties as may be reasonably requested and that are commensurate with the nature and grade of the post.

## **Points to Note**

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

## **Special Conditions**

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the university's Health, Safety and Environmental Policy and Procedures.

All staff should hold a duty and commitment to observing the university's Equality and Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality and Diversity legislation and university policies/procedures.

Successful completion of probation will be dependent on attendance at the university's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

## Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test and / or Presentation
- 3 – Interview

Area	Essential	Desirable	Stage
<b>Experience</b>	Substantial line management responsibility, including experience of conducting staff performance development reviews, management of HR issues, supporting colleagues to succeed under common goals.	Experience of external client/partner/stakeholder liaison.	1,2,3
	Significant team leadership, line management and change management experience, with experience of having recently led a large team.		1,3
	A strong customer service ethos with experience in leading high performing customer facing teams and tracking and improving service performance.		1,3
	Experience of providing a research and innovation service within a central or devolved office structure. Preferably within a university environment.		1,2,3
	Deep knowledge of the regulations and guidelines for the governance of research and innovation activities and their application in both commercial and non-commercial environments.		1,3
	Demonstrable experience in at least one of the key areas for which this role is responsible (research and innovation bid support, research and innovation contracts, and/or research and innovation governance), with contractual experience required as a minimum.		1,2,3
	Detailed understanding of finances relating to research funded by public, private and third sector organisations, including full economic costing.		1,3
	Experience of working in a confidential environment.		1
<b>Skills and abilities</b>	Excellent communication and listening skills.	Proactive individual seeking to add value to all that they do.	1,2,3
	Evidence of skills of persuasion and diplomacy.	Experience of leading organisational change and working within a rapidly changing organisation.	1,3
	Clear leadership expertise, able to traverse complex and ambiguous areas of work.		1,2,3
	Concern for thoroughness and accuracy.		1,2,3
	Flexible, adaptive and solution-orientated approach to work. An organised approach to dealing with large numbers of complex		1,3

	documents and an ability to think on one's feet under pressure.		
	Ability to prioritise own workload and that of the team, work to deadlines, and use initiative where appropriate.		1,3
		High levels of personal resilience.	3
<b>Training</b>	Willingness to undertake further training as required and to adapt to new procedures as and when required.		1
<b>Qualifications</b>	Educated to degree level or equivalent.	Post experience / postgraduate general management qualification to Diploma level.	1
		Membership of a professional body.	1
<b>Other</b>	Commitment to observing the University's Equality and Diversity policy at all times, with responsibility for ensuring compliance with equality and diversity legal duties within the Office activities.		1

## Conditions of Service

The position is full time and open-ended. Salary will be on Management and Specialist Grade 8 (the payment of a Market Supplement may be considered), £54,949 to £61,823 per annum, at a starting salary to be confirmed on offer of appointment.

The appointment will be subject to the university's normal Terms and Conditions of Employment for Academic and Related staff/Operational and Administrative staff, details of which can be found [here](#).

The university is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the university is supportive, wherever possible, of flexible working arrangements.

We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>