Loughborough University

RESEARCH SUPPORT OFFICER
(Full-time, 37 hours per week; Fixed term for 6 months)
Job Ref: REQ241091

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Fashion and Textiles, Product Design and Graphic Design in the School of Design and Creative Arts at Loughborough University rank 1st in UK (The Guardian University Guide 2023). Art and Design at Loughborough University ranks 2nd in the UK (The Times and Sunday Times Good University Guide 2023, and The Complete University Guide 2023). Results of the 2021 Research Excellence Framework show that 100% of Loughborough University's research impact in Art and Design is rated as 'world-leading' or 'internationally-excellent'.

Job Description

Job Family and Grade: Administrative Services Grade 5

Job Purpose:

- To provide a dynamic, professional and high quality administrative service that supports the delivery of the School's research and innovation strategy.
- To provide PA support to the School's Associate Dean (Research and Innovation).
- To liaise with School staff, key University Professional Services and external sponsors.

Job Duties:

Research and Innovation

1. To be responsible for liaising with the University's Research and Innovation Office (RIO) in order to provide information and advice to staff within the School to support the costing, preparation and submission of research and innovation applications.

2. To manage the School's interactions with LUEL in order to progress consultancy projects and by guiding School staff through the School approval process.

3. To identify appropriate funding opportunities from designated sources such as the University Research and Innovation Office and external bodies such as the ESRC, EPSRC etc, and communicate relevant information to academic staff within the School.

4. To be responsible for proactively monitoring the School's budgets for internal research and innovation grants, as well as Research and Innovation theme devolved budgets, by providing regular updates to colleagues, as appropriate.

5. To provide administrative support to the School's Research and Innovation Committee, including minute-taking, following-up on agreed actions and completing appropriate actions which are assigned to the postholder

6. To manage the School's research and intranet pages, including writing content for the School's website in conjunction with the School's Marketing Team and the Associate Dean (Research and Innovation).

7. To liaise with the University's Research and Innovation Office in order to contribute to key projects that support the development and delivery of the University's research and innovation strategy, for example attending meetings and passing relevant information on to academics and organising training workshops for academics on applying for research and innovation funding bids.

8. To oversee the School's REF data, including liaising with the Associate Dean (Research and Innovation) with the preparation for the REF. This includes liaising with reviewers regarding reviewing staff publications, requesting regular publication and funding updates from academics, and sourcing data on the research environment and impact.

9. To manage appropriate School databases that support research and innovation activities, contracts and income.

10. To prepare management information and reports for the Associate Dean (Research and Innovation), as required.

11. To provide PA support to the School's Associate Dean (Research and Innovation), including proactively monitoring calendar appointments and provide information and data in support of those commitments.

12. To provide costing support to colleagues in the School, as required. This includes ad-hoc requests, as well as costings for instances where the central RIO wouldn't normally undertake a costing and submitting this for School approval in Agresso.

General Administration

1. To respond to enquiries received in person, by telephone or email and take appropriate action. This will include dealing primarily with students and academic staff but will also include external organisations and parents.

2. To undertake general clerical duties such as photocopying, filing, binding and the laminating of documents.

3. To provide cover for other colleagues at busy times and in cases of absence, by undertaking such duties and responsibilities which are commensurate with the grade and nature of the post.

4. To ensure compliance with relevant University policies and procedures.

5. To undertake any training and development deemed appropriate for the position by the School Head of Operations and the relevant line manager.

Point 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 & Procedures.

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

Organisational Responsibility:

Reports to the Research and Events Officer

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/Assessment Centre/Presentation
3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Previous relevant experience within an appropriate environment.	1,3
	Significant experience within a student or other customer - focussed environment.	1,3
	Experience of dealing with people in a variety of complex and difficult situations.	1,3
	Experience of working individually and as part of a team.	1,3
	Self-starter and proactive	1,3

Skills and abilities	Flexibility and the ability to adapt to a changing work environment.	1,3
	Well-developed problem-solving skills, using initiative and judgement in more complex situations.	1,3
	Able to plan, prioritise and work independently and to deal with unforeseen problems and circumstances effectively.	1,3
	Able to work under pressure and meet competing deadlines.	1,3
	Excellent interpersonal, organisational, oral and written communication skills.	1,3
	Able to work with accuracy and attention to detail.	1,2,3
	Excellent practical IT skills including Microsoft Office and Outlook diary management.	1,2,3
	Experience of writing minutes.	1,3
Training	Demonstrate evidence of having undertaken further training.	1,3
	Adopt new procedures as and when required.	1,3
Qualifications	A level education or equivalent.	1
	GCSE Grade C or equivalent in English and Mathematics.	1
Other	Commitment to understanding Equity, Diversity and Inclusion (EDI) challenges and observing University EDI policies	3

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working in a Higher Education setting.	1,3
	Experience of Loughborough University administrative procedures.	1,3
	Experience of the supervision and line management of staff.	1,3
	Experience in organising training, workshops or other events in a workplace setting.	1,3
Skills and abilities	Skills using relevant IT systems eg LUSI, Agresso, Co-Tutor, LEARN and CMIS.	1,3
	Experience of undertaking R&I costings in Agresso or a similar costing model.	1,3
	Understanding and knowledge of relevant legislation eg SENDA, Data Protection Act, Freedom of Information etc.	1,3
	Experience in writing content for a range of audiences, using a variety of mediums such as email, CMS, and reports.	1,3

Conditions of Service

The full-time post is offered on a 6 month fixed term contract within the Administrative Services job family at Grade 5 (£28,879 to £33,882 per annum); 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 staff employed on Grade 5 and below, 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 can be found here.

The University offers a wide range of employee benefits which can be found here.

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 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/

Loughborough University is committed to allowing its employees to work dynamically with a combination of working on campus and remotely, where possible. This has been identified as a role that could work dynamically and, if successful, your line manager will discuss these informal arrangements with you. Please note that there is a general expectation that the successful candidate will spend the majority of time working on the Loughborough campus (further information is available here).