



Job title	Senior Operations Officer (Research)	Job family and level	Administrative, Professional and Managerial Level 3
School/ Department	School of Education	Location	Jubilee Campus

Purpose of role

As Senior Operations Officer (Research) you will be part of an integrated team with responsibility for the coordination, implementation, and continuous improvement of a range of research processes and activities.

You will provide high level professional and administrative support for the School of Education's research activity. This will include coordinating and supporting activities related to the School's research strategy including activities related to REF, KEF, School research budgets and PGR support. It will include the planning, co-ordination, management, and administration of research projects throughout the whole research lifecycle. Your role will provide support, direction, and advice to senior academic and managerial colleagues in relation to research activity within the school and ensure issues relating to research administration are dealt with effectively.

This will demand the development and application of specialist knowledge and involve proactively planning and coordinating activity. You will work with limited direct supervision and therefore be required to use your initiative, take personal responsibility, think analytically and creatively to solve problems and use excellent interpersonal and communication skills to build and maintain relationships and work collaboratively with academic staff and professional services colleagues across the Faculty and in Central Departments to deliver innovative, high quality and compliant research support.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
1	Operational Delivery <ul style="list-style-type: none">Develop, deliver, and coordinate operational support across a range of research-related areas ensuring an exceptional customer experience and high levels of service.Provide specialist support, advice and guidance on a broad range of research related activity and operational processes.Work flexibly across the operational team and supervise colleagues to deliver tasks and priorities, ensuring peak periods are accommodated, and services can flex with changing demand.Support Operations Managers in the collection, preparation and delivery of information and documentation for operational management and quality assurance and enhancement purposes.	90%

- Contribute to the planning, management and delivery of local projects and initiatives to support School plans and priorities.

Under the direction of the Operations Manager (RKE), working in partnership with relevant academic leads, and colleagues in the School, Faculty and Central Professional Services teams, and supported by Operations Officer(s):

Funded research project delivery

- Support principal investigators with the project management and administration of their research projects
- Liaising with partners, funding bodies and other collaborators to assist in the effective progress of projects.
- Responsible for financial administration of research projects under your remit, including ensuring that all processes in relation to procurement and recruitment are followed.

School research environment support

- Coordinate and support the local governance and compliance of RKE activity, including support for REF (Research Excellence Framework) and KEF (Knowledge Exchange Framework).
- Coordinate and support the School's Research Strategy budget and related schemes and initiatives, including processing applications, and following through actions as required.
- Act as Secretary for the School's RKE related committees and meetings proactively preparing agendas, papers and minutes, monitoring progress of action points, chasing outcomes as appropriate.
- Provide administrative and operational support in relation to the School's Research Ethics Committee, processing applications, taking minutes and following through actions as required.
- Coordinate and administer a calendar of internal/external seminars, research events and conferences in support of the School's research centres.
- Coordinate and deliver PGR-related operations including for example: Community Forum, monitoring and reporting of scholarships and funding, PGR Annual Monitoring and QAE processes, liaising with the Director of PGR to support PhD students in the school.
- Coordinate and support research related communications e.g. web content, digital and social media, annual reports etc.

Bid pre/post-award support

- Provide pre-award administration of research grant applications including the provision of costings, advising staff on requirements of sponsors, and liaising with internal and external funding bodies, including the Research & Innovation (R&I) pre-award team.
- Liaise with colleagues in R&I to ensure that projects are set up in a timely manner.
- Provide post-award monitoring and tracking of funded research projects including liaising with external project partners as well as communicating with the relevant administrative/financial departments, ensuring that reports are submitted on time, that project budgets are managed effectively, and that projects are closed correctly.

2	People and Engagement <ul style="list-style-type: none"> ▪ Provide supervision and support to colleagues in the School and contribute to the recruitment and development of staff. ▪ Build and maintain effective relationships and work collaboratively with colleagues in Central Professional Services and across the Faculty in order to provide seamless operational support and resolve issues that arise. 	5%
3	Projects, Initiatives and Continuous Improvement <ul style="list-style-type: none"> ▪ Working with colleagues across the Faculty, contribute to the continuous improvement of operational systems and processes. ▪ Contribute to delivery of a number of cross-cutting projects and initiatives, working with colleagues across the Faculty and in Central Professional Services to ensure successful delivery. ▪ Participate and contribute to the Faculty's Professional Services Networks and communities of practice. 	5%
4	Any other duties appropriate to the role.	

Person specification

	Essential	Desirable
Skills	<ul style="list-style-type: none"> Analytical, attention to detail and problem solving skills Communication and interpersonal skills and the ability to influence and negotiate High level of numeracy and proven ability to manipulate figures and data using spreadsheets and databases Ability to work in a team, building collaborative relationships and supporting colleagues Prioritisation, planning, organisation and time management skills Flexible approach Ability to review and develop procedures, guidance and policy Self-motivated High level of IT skills and digital competency 	<ul style="list-style-type: none"> Ability to use Power Platforms e.g. PowerBI, PowerApps, PowerAutomate etc.
Knowledge and experience	<ul style="list-style-type: none"> Experience of responding independently and dealing with unforeseen circumstances Experience of working in a busy environment with multiple simultaneous tasks and competing deadlines Experience of defining priorities and working flexibly and effectively under pressure Experience of contributing to the delivery of projects involving multiple stakeholders Experience of communicating effectively with staff and partners all levels and working collaboratively Working knowledge of the UK General Data Protection Regulation (UK GDPR) 	<ul style="list-style-type: none"> Experience of working in a research or professional services role Knowledge of the working processes and systems relevant to Higher Education institutions Knowledge of research processes Experience of implementing Data Sharing and Processing Agreements with partners. Experience of writing or contributing to Data Management Plans
Qualifications, certification and training (relevant to role)	<ul style="list-style-type: none"> HNC/D or equivalent OR proven track record of relevant work experience 	<ul style="list-style-type: none"> Honours degree and/or professional qualification Project Management qualification such as PRINCE2 or APMP



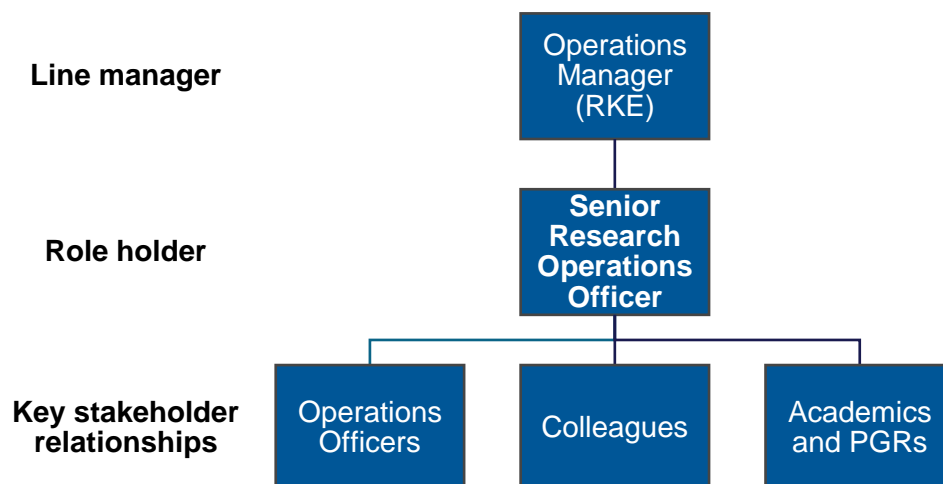
The University of Nottingham is focused on embedding equality, diversity and inclusion in all that we do. As part of this, we welcome a diverse population to join our work force and therefore encourage applicants from all communities, particularly those with protected characteristics under the Equality Act 2010.

Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

Valuing people	Is friendly, engaging and receptive, putting others at ease. Actively listens to others and goes out of way to ensure people feel valued, developed and supported.
Taking ownership	Is clear on what needs to be done encouraging others to take ownership. Takes action when required, being mindful of important aspects such as Health & Safety, Equality, Diversity & Inclusion, and other considerations.
Forward thinking	Drives the development, sharing and implementation of new ideas and improvements to support strategic objectives. Engages others in the improvement process.
Professional pride	Is professional in approach and style, setting an example to others; strives to demonstrate excellence through development of self, others and effective working practices.
Always inclusive	Builds effective working relationships, recognising and including the contribution of others; promotes inclusion and inclusive practices within own work area.

Key relationships with others



For job levelling/benchmarking purposes only – please remove before publishing

Decision making

Taken independently by the role holder

▪ ▪

Taken in collaboration with others

▪ ▪

Referred to the appropriate line manager (please name) by the role holder

▪ ▪
