



Job title	Senior Operations Officer (Research Projects)	Job family and level	Administrative, Professional and Managerial Level 3
School	Sociology and Social Policy	Location	Law and Social Sciences, University Park

Purpose of role

As Senior Operations Officer (Research Projects) you will be part of an integrated team with responsibility for the coordination, implementation, and continuous improvement of a range of processes and activities to support delivery of research projects within the school large portfolio, providing guidance and advice to research leads, research teams and wider research administrative team.

This will demand the development and application of specialist knowledge and involve proactively planning and coordinating activity. You will 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 School, Faculty and in Central Departments to deliver innovative, high quality, effective and compliant research support.

	Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)	% time per year
	<p>Research Project Administration and Delivery: 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 The Core Operations team:</p> <ul style="list-style-type: none"> • Providing input and expertise to help develop ‘best practice’ coordinated support of research project development and delivery. • Support research leads and research teams, liaising with partners, funding bodies and other collaborators to assist in the effective progress of projects and, as agreed, periodic reporting in line with key milestones. • Support for financial administration of research projects under your remit, including ensuring that all processes in relation to procurement and recruitment are followed. • Provide internal monitoring and tracking of funded research projects through-out their life cycle, including communicating with the relevant professional services departments. • Supporting project changes, including, but not limited to, extensions and changes to budget. 	90

	<ul style="list-style-type: none"> • Liaison between research leads and school RKE team and faculty research operations to help identify and assess administrative requirements within projects in bid development • On specific projects, support events, and associated social media and promotional activity, along with other support as agreed with the Operations Manager (RKE) • Support the Operations Manager in the collection, preparation and delivery of information and documentation for operational management purposes to support decision making. • Contribute to the planning, management and delivery of local projects and initiatives to support School plans and priorities, including research outputs, research data management and impact cases. 	
	<p>People and Engagement</p> <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 to provide seamless operational support and resolve issues that arise. 	5
	<p>Projects, Initiatives and Continuous Improvement</p> <ul style="list-style-type: none"> • Working with colleagues across the faculty, contribute to continuous improvement of operational systems and processes. • Contribute to delivery 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
	Any other duties appropriate to the grade and role	

Person specification

	Essential	Desirable
Skills	<p>Analytical, attention to detail and problem-solving skills</p> <p>Excellent written and verbal communication and interpersonal skills</p> <p>Proven ability to influence and negotiate</p> <p>High level of numeracy and proven ability to analyse and report on data using spreadsheets and databases</p> <p>Ability to work in a team, building collaborative relationships and supporting colleagues</p> <p>Planning, organisation and time management skills</p> <p>Ability to define priorities and work flexibly and effectively under pressure to meet demanding and often conflicting deadlines</p> <p>Ability to review and develop procedures, guidance and policy</p> <p>High level of IT skills and digital competency</p>	<p>Ability to use Power Platforms e.g. PowerBI, PowerAutomate etc</p>
Knowledge and Experience	<p>Experience of responding independently and dealing with unforeseen circumstances</p> <p>Experience of working in a busy office environment with multiple simultaneous tasks and competing deadlines</p> <p>Experience of defining priorities and working flexibly and effectively under pressure</p> <p>Experience of contributing to the delivery of complex projects involving multiple stakeholders</p> <p>Experience of developing templates and drafting reports to provide oversight of progress, budgets etc.</p> <p>Experience of communicating effectively and working collaboratively with colleagues at all levels</p>	<p>Experience of providing research support and experience of developing and working with research budgets</p> <p>Experience of working in a research or professional services role</p> <p>Knowledge of the working processes and systems relevant to Higher Education institutions</p> <p>Knowledge of research processes</p> <p>Experience of implementing Data Sharing and Processing</p>

	Working knowledge of the UK General Data Protection Regulation (UK GDPR).	<p>Agreements with partners.</p> <p>Experience of writing or contributing to Data Management Plans.</p> <p>Experience of developing risk management plans</p>
Qualifications/Education	HNC/D or equivalent OR proven track record of relevant work experience	



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

