# Role profile

<table>
<thead>
<tr>
<th>Job title</th>
<th>Senior Operations Manager (RKE)</th>
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<tbody>
<tr>
<td>Job family and level</td>
<td>Administrative, Professional and Managerial Level 5</td>
</tr>
<tr>
<td>School/Department</td>
<td>School of Medicine</td>
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<tr>
<td>Location</td>
<td>Medical School, Queen’s Medical Centre</td>
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## Purpose of role

The post is part of the School of Medicine’s Research and Knowledge Exchange (RKE) Services function which is responsible for supporting the development of excellent research and knowledge exchange activity. Working closely with the Head of RKE and colleagues in Research and Innovation, you will manage the School’s Research Operations Team and oversee the delivery of seamless operations and support.

This senior role will lead a team to co-ordinate and facilitate research bid costing and submission, project start-up and post-award monitoring. You will actively engage and work closely with a large number of research groups across the School and will be responsible for the portfolio of research bids and grants within the School, taking a proactive approach to maximising the School’s grant capture and research income. You will lead on policy and process development for research operations for the School. A key part of the role will be providing leadership and mentorship to research operations team members.

You will be required to think strategically, to be pragmatic and to solve problems whilst retaining a high-quality service across the School. Interpersonal and communication skills to build strong networks and provide leadership, sometimes in stressful situations, will be vital.

The duties and percentage time allocation provides an indication and framework for the role and should not be regarded as a definitive list or allocation. Other reasonable duties commensurate with the grade, spirit and purpose of the post may be requested. You will be expected to work flexibly to support the Professional Services across the School.

<table>
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<tr>
<th>Main responsibilities (Primary accountabilities and responsibilities expected to fulfil the role)</th>
<th>% time per year</th>
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<tbody>
<tr>
<td><strong>Team management and leadership</strong></td>
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<tr>
<td>▪ Manage a team of Professional Services staff supporting pre- and post award research operations to provide an effective and consistent service provision to the School.</td>
<td>30%</td>
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1. ▪ Ensure the activities of the team are joined up with Central Professional Services Departments, particularly Research and Innovation teams.
▪ Provide an excellent level of customer service with clarity of approach for all end users in the research community.
▪ Work flexibly to provide cover for members of the team during periods of absence.
▪ Provide a point of escalation to resolve any issues that arise.

2. **Operations and Governance**
   ▪ Ensure that there are appropriate policies, processes and systems in place to ensure legal, statutory and regulatory compliance.
   ▪ Maintain quality assurance frameworks to ensure all bids are compliant with both funder and University requirements.
   ▪ With support from the Research Operations Managers and central R&I, manage the pre- and post-award activities in order to:
     - capture and minimise risk throughout the research lifecycle
     - ensure seamless working with partners in joint applications whether they be other Schools, other universities, industry partners or our NHS partners
     - support research ambition and increase chance of success for bids and grant applications across a broad funder portfolio (UKRI, NIHR, EU, charities and industry) through excellent knowledge and implementation of best practice
     - oversee a rigorous process of authorisation for all research and knowledge exchange activity in the school
     - ensure appropriate costing, spend and delivery on research projects to maximise research income to the school,

3. **Monitoring and continuous improvement**
   ▪ Working with senior Professional Services colleagues across the School and Faculty, contribute to the continuous improvement of operational systems and processes.
   ▪ Develop, implement, and maintain systems, frameworks and processes to capture research activity and monitor performance; enabling effective reporting to internal and external stakeholders.
   ▪ Review and adjust processes, procedures and ways of working to improve effectiveness using lean principles.

| Any other duties appropriate to the grade and role |
| Deputise for the Head of RKE as appropriate |
## Person specification

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<tr>
<th>Skills</th>
<th>Essential</th>
<th>Desirable</th>
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|        | ▪ Strong leadership and management skills  
▪ Strong interpersonal skills including negotiation, influencing, and building collaborations.  
▪ A high degree of self-motivation and ability to motivate and inspire others  
▪ Excellent project management, negotiation, communication and presentation skills  
▪ Ability to handle sensitive and confidential issues and manage conflict effectively.  
▪ Experience of managing and developing a significant team or number of teams and/or significant project or number of projects  
▪ Proven people and change management skills  
▪ Excellent verbal, written and presentational skills  
▪ Excellent IT skills and database management  
▪ Excellent time-management skills  
▪ Excellent customer relations  
▪ High levels of resilience | ▪ Detailed knowledge and experience of the development of funding proposals for medical / science research and development  
▪ Knowledge of academic culture / healthcare research culture |

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<tr>
<th>Knowledge and experience</th>
<th>Essential</th>
<th>Desirable</th>
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|                          | ▪ Knowledge of the research funding landscape and research lifecycle within a higher education setting  
▪ Experience of supporting new research activity and proposals  
▪ Pre- and Post-Award research finance experience in an academic environment and established knowledge of research funders | ▪ Experience of working in a university management role and awareness of university decision making, structures and processes.  
▪ Knowledge of the working processes and systems relevant to RKE |
| Experience of managing, controlling and reporting budgets / resources / funding and an understanding of financial management and monitoring procedures |
| Experience of working in a large complex organisation |
| Evidence of developing and implementing service excellence, business systems and processes and contributing to a culture of continuous improvement |
| **Qualifications, certification and training (relevant to role)** |
| Graduate or equivalent qualification and/or have proven track record of relevant work experience, demonstrating expertise in a field of work and management experience of projects, people and resources |
| **Statutory, legal or special requirements** |
| Understanding, interpretation and application of University, funding bodies/partners procedures, policies, regulations and relevant legislation application to the research life cycle |
| **Other** |
| Willingness to adopt the vision and values of the School of Medicine. |
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 always equitable and fair and works with integrity. Proactively looks for ways to develop the team and is comfortable providing clarity by explaining the rationale behind decisions.

Taking ownership  Is highly self-aware, looking for ways to improve, both taking on board and offering constructive feedback. Inspires others to take accountability for their own areas.

Forward thinking  Driven to question the status quo and explore new ideas, supporting the team to “lead the way” in terms of know-how and learning.

Professional pride  Sets the bar high with quality systems and control measures in place. Demands high standards of others identifying and addressing any gaps to enhance the overall performance.

Always inclusive  Ensures accessibility to the wider community, actively encouraging inclusion and seeking to involve others. Ensures others always consider the wider context when sharing information making full use of networks and connections.

Key relationships with others