1. Advertisement

Post Title: Research Systems Consultant
School/department: Research & Enterprise Services/Research, Quality & Impact
Hours: Full time or part time hours considered up to a maximum of 1 FTE. Requests for flexible working options will be considered (subject to business need).
Location: Brighton, United Kingdom
Contract: Permanent
Reference: 10081
Salary: starting at £35,333 to £42,155 per annum, pro rata if part time.
Placed on: 15 November 2022
Closing date: 09 December 2022. Applications must be received by midnight of the closing date.
Expected Interview date: To be confirmed
Expected start date: As soon as possible

Applications are invited for this full time post in Research and Enterprise Services, which is responsible for providing professional services support for the University's research and knowledge exchange activities.

Following on from our excellent REF 2021 results, this is a fantastic time to join a newly formed team and this particularly exciting role has a focus on being a part of the group implementing and delivering our new Research Management and Ethical Review systems, as well as the management and support of other core systems in use in the Division.

The successful candidate will have the opportunity to work with academic and professional services colleagues across the institution, helping to deliver the vital system support and training to use the tools that underpin and inform our research and enterprise aims and ambitions.

You will have extensive experience of managing and maintaining a system support function, ideally within a Higher Education setting, and a background in liaising with software suppliers to achieve excellent levels of service.

You will also have strong analytical skills, display excellent attention to detail and an ability to communicate complex systems and processes to technical and non-technical audiences visually, in written form and verbally.

Please contact Mark Chee, Head of Research Information, Quality and Impact (m.chee@sussex.ac.uk) for informal enquiries.

For full details and how to apply see our vacancies page

The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.

2.   The School / Division

Please find further information regarding the school/division at
https://www.sussex.ac.uk/research/about/research-and-enterprise

3.   Job Description

Job Description for the post of: Research Systems Consultant

Department:	**Research & Enterprise Services**
Section/Unit/School:	**Research Information, Quality & Impact**
Location:	**Falmer House/hybrid**
Grade:	**7**
Responsible to:	Senior Information & Systems Manager
Responsible for:	n/a
Key contacts:	RES colleagues; Heads of School/Directors of Research & Knowledge Exchange; Finance; Library; ITS; academic users
Role description:	To manage the system administrative function of the Division's Research Management and Ethical Review systems, working closely with Divisional and academic colleagues, as well as colleagues in HR, ITS and Finance.
	To make recommendations that will improve efficiency/effectiveness and oversee technical development projects.

PRINCIPAL ACCOUNTABILITIES

- Provide objective and expert information, advice and guidance for managers within the organisation on improvements to services and activities related to a specific area of expertise.

- Assess queries and potential issues, identifying options and recommending solutions, liaising closely with relevant operational teams.

- Support the implementation of improvement solutions through planning and project management.

- Oversee the management and development of the system administration function of the Research Management System (RMS) and Ethical Review System (ERS), including their integration with other core systems.

- Provide the day-to-day management of RMS/ERS-related projects, through all aspects of the project lifecycle, co-ordinating project members, and liaising closely with the

project sponsor.

- Work in partnership, as appropriate, with the RMS Business Owner in recognition of the strong links between the systems function and the Research Development & Initiatives team.

- Work with key stakeholders across the institution, manage the key communications for the system, liaising with project team members and internal and external stakeholders.

KEY RESPONSIBILITIES

- Develop and maintain effective relationships across the organisation to engender confidence and trust in the advice provided at all stakeholder levels
- Provide advice to managers on best practice based on regularly updated knowledge within own area of expertise.
- Through close collaboration with the relevant management team, identify and document the specific issue or query to be investigated. Provide coaching and guidance at leadership level to help to articulate and research the problem or issue presented.
- Monitor and analyse Key Performance Indicators, to assist in the identification of risks, errors, problems and improvement opportunities
- Identify options and make recommendations to address or improve problem areas.
- Provide expertise and support in understanding the impact of the recommended action and help to build plans for implementation
- Support managers within the relevant area on the production and maintenance of project plans for solution implementation and ensure that these are shared with key stakeholders
- Lead the design and delivery of support materials for implementation plans where appropriate
- Where required, deliver coaching and training to develop capabilities in line with required improvements.
- Work closely with relevant teams across the organisation encouraging sharing of best practice and collaboration in improving processes and procedures.
- Ensure the provision of functioning Research Management and Ethical Reviews systems, liaising with suppliers as appropriate and acting proactively to plan for upgrades and enhancing system functionality.
- Manage the relationship with system users to understand the business needs and then drive and support the design, development and implementation of digital solutions to meet those business needs.
- Provide consultative support to internal RES users and the organisation, senior academic leads and academic and Professional Services colleagues.
- Independently analyse, troubleshoot, test, and resolve issues, escalating to suppliers, following through to resolution within budget constraints.
- Identify deployment risks, potential impacts, training requirements, and appropriate workarounds.
- Work closely with HR, ITS, Library and Finance teams, as appropriate, on system/digital related projects.
- Manage system releases, assessing business impacts and opportunities for enhancements.
- In conjunction with the Senior Information & Systems Manager, develop custom reports to fulfil report and data requests and to meet our internal and statutory requirements.

- To carry out any other duties that are within the employee's skills and abilities whenever reasonably instructed.

Dimensions

- This role does not have any budget responsibility.
- This role does not have any line management responsibility.
- This role does not have any responsibilities for equipment or premises.

- The post holder reports to the Senior Information & Systems Manager, working under general direction within a clear framework the post holder will manage their own work (and possibly their direct reports) to achieve their agreed objectives. The role holder will play a key role in supporting the Divisional leadership team to achieve the strategic and operational goals of the University, Professional Services & their Division. The post holder is expected to work collaboratively across the University and with key stakeholders to deliver single team working that efficiently and effectively supports the achievement of those goals and objectives.

- Support achievement of the Division's compliance with all applicable statutory and regulatory compliance obligations, including (but not limited to): UKVI, Health & Safety, the Prevent Duty, data protection, Competition and Markets Authority requirements and equal opportunities, as appropriate to the grade and role. Additionally, to promote good practice in relation to University policy, procedure and guidance in relation to those compliance matters in respect of students, staff and other relevant parties.

- Balance effectiveness and cost-efficiency in the management of the budgets you are accountable for, demonstrating compliance with Value for Money and Return on Investment principles to support the University's strategic aim to achieve a world-class standard of teaching and research by managing our resources effectively and efficiently

This Job Description sets out current responsibilities of the post that may vary from time to time without changing the general character of the post or level of responsibility entailed.

PERSON SPECIFICATION

ESSENTIAL CRITERIA

1. Of graduate calibre with relevant professional qualification or experience, as appropriate to the discipline (see role-specific criteria below)

2. Effective planning and organisational skills, including project management.

3. Well-developed interpersonal skills with the ability to quickly build rapport with the ability to effectively influence other in area of expertise, effectively contribute to team working

4. Effective oral and written communications skills to work with colleagues and customers providing information and responding to questions and queries, with the ability to present complex ideas in a way that can be understood by most employees

5.   Ability to work flexibly within a small team and on own initiative.

6.   Analytical skills with the ability to generate effective solutions and make effective decisions.

7.   Commitment to customer excellence.

8.   Effective IT skills on MS Platform and ability to manage own workload. Experience using functional databases.

ESSENTIAL ROLE-SPECIFIC CRITERIA

1.   Strong background in providing systems administrative support, ideally within a research management environment.

2.   In-depth experience of software and system development projects, including corporate information system development projects.

3.   Ability to interpret user requirements and to explain to non-technical audiences, including production and delivery of training materials.

4.   Good level of experience of providing training to users at all levels, both in person and via the creation of online materials, within a systems setting.

5.   Experience of liaising with external suppliers to highlight and resolve system issues as well as promoting dialogue relating to potential system enhancements.

DESIRABLE CRITERIA

1.   Two years' experience in a similar role.

2.   Two years' experience working in a university or similar environment.

3.   Knowledge of the research funding environment, research systems and their application in supporting the management of research.

4.   Broad understanding of costing and pricing research proposals and/or research ethics.