1   Advertisement

Post Title: Senior Research Communications & Events Coordinator
School/department: University of Sussex Business School
Hours: Full time. Requests for flexible working options will be considered (subject to business need).
Location: Brighton, United Kingdom
Contract: Permanent
Reference: 10574
Salary: Starting at £27,131 rising to £31,411 per annum (pro rata if part time)
Placed on: 24 January 2023
Closing date: 20 February 2023 Applications must be received by midnight of the closing date.
Expected Interview date: TBC
Expected start date: ASAP

The University of Sussex Business School is seeking a Senior Research Communications & Events Coordinator to join the busy and highly successful Research Impact, Communications & Engagements (RICE) team. The team plays a vital role in delivering the School Research Strategy, which facilitates the production of world-class research across our 5 academic departments; ensuring our high-quality research is effectively disseminated and its benefits shared with stakeholders the world over, including governments, think tanks, businesses, charities and others.

Our research is renowned for tackling some of the greatest challenges of our time, from post-Brexit trade and the societal impacts of innovation, to climate change and the challenges of achieving the sustainable development goals. Our work is among the most highly cited in the world and our research income levels are consistently among the highest of any business school in the country.

The Senior Research Communications & Events Coordinator will produce content for our communications across various channels, support the delivery of conferences and events, and facilitate engagement with key stakeholders such as regulators, business leaders and policy makers. The post covers a variety of tasks in an exciting and fast-moving environment, providing opportunity to develop skills across a range of areas.

Please contact Richard Taylor, Senior Research Manager, 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

The University of Sussex Business School is a research-intensive, interdisciplinary school, which takes a strong policy-directed view on business practices while also developing the underlying core disciplines. The School produces cutting-edge research that addresses real-world issues, pressing global policy agendas and business practices, with particular strengths in sustainable development and innovation, energy policy and net-zero, climate finance, sustainable supply chains, inclusive trade, food systems and work in the digital age.

The School is committed to the University's vision to understand and help address the grand issues of our time, by challenging conventional thinking and discourse, being creative and open in our approach and innovative in our methods in order to produce world-class research with impact.

3.   Job Description

Job Description for the post of: Senior Research Communications & Events Coordinator

GENERIC ROLE PROFILE

Job Title: Senior Research Communications & Events Co-ordinator
Grade: G5
School/Division: Business School
Location: Essex House
Responsible to: Assistant Research Engagement & Events Manager
Direct reports: Possibility of managing 1 x Research Communications & Events Administrator (TBC)

Key contacts: School Research Communications Manager and other members of the Research Impact, Communications & Engagement (RICE) team, Research Manager, Senior Research Manager, Associate Dean for Research & Engagement, Directors of Research & Knowledge Exchange, faculty, other Professional Services teams in the School and across the University.

Role description:

To play a key role in the planning, coordination and delivery of a range of communications outputs (including for web, social media, newsletters and print) and events (from major conferences to workshops), in support of the Business School's research activity. The balance between the role's two core remits will fluctuate over time, in response to demand and team capacity.

To be a key point of contact for these activities, between staff members, internal and external contacts. To coordinate the provision of clerical and administrative support ensuring that the processes and services for which they are responsible operate smoothly.

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PRINCIPAL ACCOUNTABILITIES

In relation to research communications and events:

1. Responsible for the successful delivery of a portfolio of research events and engagement activity (including workshops, public lectures and major conferences; in-person, hybrid and virtual) through the effective planning, co-ordination and implementation of their logistical, financial, technical, administrative, communications and reporting needs.

2. Responsible for the development, drafting and dissemination of a range of research communications outputs. This may include: writing, editing and publishing copy for the web, social media, newsletters and print; advising colleagues on effective, appropriate and accessible communications; promoting events and other research activity; maintaining a range of communications channels.

3. Act as the main point of contact for service users (faculty, other Professional Services, external suppliers, project partners and event participants), developing and maintaining collaborative relationships with key internal and external stakeholders.

4. In collaboration with academic faculty and other Professional Services colleagues, design and implement communications and events plans that meet strategic objectives and strengthen the School's reputation, in line with available resources and timeframes.

KEY RESPONSIBILITIES

1. Work as part of a team and within the wider institution, in line with local policy and procedure; assist with the planning, scheduling and delivery of communications and events; respond to enquiries, interpreting University and external regulations as appropriate, considering implications of problems and referring to others as appropriate, more complex issues or ones that are outside of normal practice, including, but not limited to:

- Helping to ensure that timelines and resources are identified, realistic and achievable
- Proactively identifying, raising for discussion and/or resolving issues arising
- Coordinating the delivery of activities according to the schedule and in liaison with managers responsible for delivery
- Acting as an ambassador for the service, with a focus on customer service and delivery
- Contributing ideas and suggestions for improvements to work practices and methods
- Contributing to the recruitment and effective induction of new team members
- Line managing up to 1 team member

2. Communicating effectively with all stakeholders

- Publicising research- and events-related content to all relevant staff, students and external parties in an effective way
- Contributing to the editing of local guidelines ensuring that content relating to own areas of responsibility is clear and understandable to readers, up to date and accessible
- Building and maintaining webpages and other sources of information, to accurately

reflect current activity in an engaging and accessible manner
- Editing and handling digital (including audio-visual) content and ensuring they meet the University accessibility and branding requirements, in consultation with central teams

3. Providing support, information and guidance to staff and external stakeholders involved in communications or events

- To be the first point of contact in answering incoming queries in a helpful and timely way and in line with service level agreements, providing explanations where necessary and knowing when to escalate queries
- To take on organisational ownership of a portfolio of research events, and to lead on their planning (including leading meetings, coordination and delegation of responsibilities)
- Ensuring staff are aware of procedures and processes, and providing guidance on their application
- Responsible for organising and delivering (and supporting the Assistant Research Engagement & Events Manager to deliver) events, being the point of reference for all operational matters, running events and finalising post-event issues
- Leading on financial oversight of events, including budget setup, management (planning, expenditure and income) and reporting, and handling payment and contractual processes with internal and external suppliers
- Supporting the technical needs of in-person, hybrid and virtual events through use of a range of systems and platforms (e.g. Zoom)
- Using (and advising on the use of) communications systems and platforms for promoting the School's research

4. Liaising with colleagues with similar areas of responsibility and being actively involved in team meetings, networks, attending meetings, sharing information and contributing to the development of processes

5. Creating and maintaining accurate information on activity that has taken place

- Creating and maintaining comprehensive records and files for future reference, both in standard form and for one-off bespoke requests e.g. managing the School's research events forward planner
- Providing usage and uptake reports as requested
- Presenting data on attendance and usage to enable analysis and interpretation

Dimensions

- This role has a responsibility to balance effectiveness and cost-efficiency in line with budgets they are accountable for, demonstrating compliance with the University's Value for Money and Return on Investment principles.

- This role may have line management responsibility for one team member.

- This role does not have any responsibilities for equipment or premises.

- The post holder reports to the Assistant Research Engagement and Events Manager. They are given clearly agreed responsibilities in specific areas. Their line manager would agree daily/weekly/monthly tasks and duties in order to achieve their agreed objectives and support the delivery of the University's goals. The post holder may be 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/Unit's/School'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.

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

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. Normally educated to degree level, or other equivalent qualification, or relevant experience (see role-specific criteria below).

2. Effective planning and organisational skills to organise own workload and priorities.

3. Effective communications skills to work with colleagues and customers providing information and responding to questions and queries.

4. Competent IT skills on MS Suite (e.g. Outlook, Excel), communications (e.g. Zoom) and other platforms and systems relevant to the role (see role-specific criteria below).

ESSENTIAL ROLE-SPECIFIC CRITERIA

1. Excellent copywriting, editing and proof-reading skills.

2. Experience of writing content for a range of purposes, audiences, and platforms, in order to communicate complex academic material from a range of disciplines.

3. Experience of planning, delivering and promoting events (in-person, virtual and hybrid).

4. Experience of managing websites and social media accounts.

5. Well-developed interpersonal skills with the ability to maintain relationships, influence colleagues and negotiate effective outcomes.

6. Analytical skills with the ability to make decisions and generate solutions, recognising when to refer these to others.

7. Ability to work accurately and with attention to detail, including when handling large volumes of complex information (including financial and/or sensitive data).

8. Commitment to providing high-quality service delivery and upholding the team's and organisation's reputation.

9. Ability to work flexibly within a small team and on own initiative, especially in response to shifting circumstances and deadlines, and to work outside normal hours where required.

DESIRABLE CRITERIA

1. Well-developed experience in a similar role, preferably in a university or similar environment.

2. Experience and/or qualifications relating to project management and/or budget management.

3. A broad interest in – and understanding of – social sciences research, in particular the Business School's subject areas.

4. A good grasp of design principles and ability to use design software (e.g. Canva, Adobe InDesign).

5. Experience commissioning services from external suppliers and producers (e.g. hospitality, design).