UNIVERSITY OF SUSSEX

1. Advertisement

Post Title: Research Support Coordinator
School: School of Engineering and Informatics / Professional Services.
Hours: Full time or part time hours considered up to a maximum of 36.5 hours per week. Requests for flexible working options will be considered (subject to business need).
Contract: Fixed Term for five months.
Reference: 9079
Salary: Starting at £23,144 to £26,396 per annum, pro rata if part time.
Placed on: 21 July 2022.
Closing date: 18 August 2022. Applications must be received by midnight of the closing date
Expected start date: As soon as possible.

We are seeking to appoint a full time Research Support Coordinator in the School of Engineering and Informatics where you will help support our high-quality research activity. The school makes significant contributions in several strategic research areas, such as: computer science, robotics, thermo-fluid mechanics, electronics, artificial intelligence, and cognitive science. This research often entails collaborations between our own research groups, as well as with other departments at Sussex and external academic, institutional, and commercial partners.

This is an exciting opportunity to join a busy, friendly, and dynamic team of Professional Services staff, who are vital to the smooth running of this growing school. You will join us during an exciting period of transition, and we will explore with you the opportunities this can afford. Internal applicants are invited to consider the post as a secondment.

You will be eager to help, energetic, and a well organised individual. The role covers a varied and interesting array of tasks, and uniquely allows the post holder to interact with a wide range of colleagues, academics, and research students. A qualification in Engineering or Computer Science is not a requirement for this post; we are a team with varied backgrounds, interests, education, and experiences.

Please contact Luke Scott (L.Scott@sussex.ac.uk) for informal enquiries.

The University is committed to equality and valuing diversity, and applications are particularly welcomed from women and black and minority ethnic candidates, who are under-

represented in academic posts in Science, Technology, Engineering, Medicine and Mathematics (STEMM) at Sussex.

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

Please find further information regarding the school here: http://www.sussex.ac.uk/ei/

Please find further information about research in the school here:

https://www.sussex.ac.uk/informatics/research

https://www.sussex.ac.uk/engineering/research

3. Job Description

Job Title: Research Support Coordinator

Grade:	Grade 4
School/Division:	School of Engineering and Informatics
Location:	Chichester I
Responsible to:	Deputy School Administrator
Direct reports:	n/a
Key contacts:	Research and Enterprise Coordinator, Director of Doctoral Studies, Director of Research and Knowledge Exchange. Professional Services colleagues in the School Office Team and other relevant divisions.

Role description:

To serve as a point of contact and link between students, staff members, internal departments, and external contacts. To provide clerical and administrative support ensuring that research related processes and activities operate efficiently.

By assisting the Research and Enterprise Coordinator, the post holder will support the aims of the school's research strategy. Ensure that the internal processes related to research funding opportunity, proposal, review, and submission operate smoothly. Help provide investigators with administrative project support where appropriate and necessary. Assist in research assessment activities and contribute to maintaining and improving the research environment.

The post holder will provide administrative support to postgraduate research students in liaison with the Research and Enterprise Coordinator. To assist with the administrative support of the school's doctoral researchers, whilst ensuring compliance with the relevant university and local procedures, in the areas of admission, progression, registration, funding, and thesis submission. To promote and coordinate activities in support of doctoral researcher wellbeing and development.

PRINCIPAL ACCOUNTABILITIES

In relation to a range of named services or processes, to:

1. Support the successful delivery of research support services in the school through the effective co-ordination of activities, events, and meetings.

2. Maintain, publish, and disseminate information, and the appropriate communications, to ensure services and processes are understood, utilised, and applied.

3. To act as the main point of contact for service users in the effective and efficient delivery of research support within the school.

4. Provide support for quality assurance and staff and/or student feedback activities, including reporting on usage and uptake information.

KEY RESPONSIBILITIES

1. Working as part of the school office team, the school, and within the wider institution, in line with local policy and procedure, assist with the planning, scheduling and delivery of activities, events and meetings including, but not limited to;

- Helping to ensure that timelines and resources are identified, realistic and achievable
- Proactively raising issues arising in advance for discussion and resolution.
- Coordinating the delivery of activities according to the schedule and in liaison with managers responsible for delivery.
- To act as an ambassador for the service, with a focus on customer service and delivery.

2. Communicating effectively with all stakeholders

- Publicising activities, events and meetings to all relevant staff, students or 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.
- Maintaining website pages (and other sources of information) to accurately reflect current activity in an engaging way.

3. Providing support, information and guidance to staff and students.

- To be the first point of contact in answering incoming queries in a helpful and timely way, and in line providing explanations where necessary, and knowing when to escalate queries appropriately.
- Providing guidance on relevant procedures and processes.
- Ensuring staff and students are aware of procedures and processes.

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 comprehensive records and files for future reference.
- Providing usage and uptake reports as requested.
- Presenting data on attendance and usage to enable analysis and interpretation.

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 Deputy School Administrator, 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 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.

4. PERSON SPECIFICATION

ESSENTIAL CRITERIA

1. Good secondary education.

2. Effective administrative, planning, and organisational skills; able to organise workload and priorities with the ability to identify and improve administrative processes where necessary.

3. Ability to work proactively and reactively to monitor, prioritise, and delegate a broad workflow.

4. Effective oral and written communications skills to work with students, staff members, internal departments, and external contacts, providing information and responding to questions and queries.

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

6. Proficiency in IT including the MS Office suite, updating and maintaining database systems, and interacting with business information systems.

7. Competent with ICT applications including MS Teams, Skype for Business, Zoom; and a familiarity with using social media platforms for business related purposes.

8. Helpful, cooperative, and sensitive to the needs and feelings of others including a commitment to customer service, approachability, and flexibility in responding to emergencies and unforeseen events.

9. Working with accuracy with a high level of attention to detail.

ESSENTIAL ROLE-SPECIFIC CRITERIA

1. Ability to explain regulations and procedures in a clear and concise manner.

2. Ability to deal effectively and to communicate well with people at a range of levels.

DESIRABLE CRITERIA

Experience of working in a similar role.

Knowledge of the UK higher education environment, especially research activity.