

Candidate Information

Position: Research Systems Programme Officer
School/Department: Research Strategy and Engagement
Reference: 22/110273
Closing Date: Monday 24 October 2022
Salary: £35,333 - £42,155 per annum
Anticipated Interview Date: Wednesday 9 November 2022

JOB PURPOSE:

The post-holder will provide programme management support for a suite of projects to co-ordinate and enhance the management and administration of systems and processes that support and enable research and innovation activities at the University.

They will contribute to the ongoing development and maintenance of multiple systems and programmes, and coordinate the implementation of new systems and upgrades.

Working with professional support and academic colleagues across multiple departments, they will utilise specialist expertise to provide effective, customer-focused support across the research and innovation lifecycle, maximising service delivery and efficiency for the user base.

MAJOR DUTIES:

1. Monitor and identify system requirements across the research and innovation lifecycle at the University, through ongoing evaluation of business and user processes and requirements, contributing to the development, procurement and implementation of integrated solutions.
2. Responsible for co-ordinating a long-term programme plan for the management, administration and enhancement of research and innovation systems and processes at the University.
3. Represent the Research and Enterprise Directorate as a key stakeholder in multiple programme and project teams dealing with the implementation, maintenance and development of new and integrated systems and processes across the research and innovation lifecycle.
4. Undertake overall responsibility for the management and administration of the University's 'current research information system (CRIS) - Pure, including activities such as:
 - day-to-day management and resolution of issues
 - ensuring data integrity through regular audits and quality assurance exercises
 - contributing to system upgrades or enhancements
 - user training and support, including training for all new users and responding to user queries.
5. Contribute to maintenance, quality assurance, and development of other institutional research and innovation systems, such as the Research Application System (RAS) and Research Grants Database (RGD), liaising with other system owners and stakeholders on a regular basis.
6. Provide expert programme management support to teams in the Research and Enterprise Directorate on the management and administration of relevant systems in discrete areas, such as research ethics and integrity, contract workflow management, and intellectual property (IP) administration.
7. Produce ad hoc management information reports by extracting data from various systems in response to requests from multiple stakeholders and groups.
8. Maintain meaningful professional relationships with relevant stakeholders across the University to develop and improve processes and procedures and optimise systems integration.
9. Represent the Research and Enterprise Directorate on relevant internal groups and committees as required, and act as a point of contact for queries from management and executives, providing evidence-based recommendations as required.

10. Act as a contact point for external suppliers to optimise existing systems and coordinate system upgrades and enhancements, and maintain networks with other external organisations to share information and best practice, including through relevant user groups.
11. Stay abreast of latest policy and practice developments with higher education, research and innovation to identify strategic issues and new areas for future development and support the ongoing development of research information tools integrated with institutional systems and culture.
12. Undertake any other duties as allocated by the line manager following consultation with the post holder.

ESSENTIAL CRITERIA:

1. Educated to degree level or equivalent AND a minimum of three years' relevant practical experience,
OR
5+ years' vocational/relevant experience, demonstrating development through the acquisition of appropriate professional or specialist knowledge.
2. Demonstrable relevant experience to include the following:
 - Making a significant individual contribution to discrete projects in a systems (IT) environment, which might include implementing new systems or upgrades.
 - Evaluating business processes to understand evolving business and user needs and developments.
 - Identifying and resolving data quality issues, and contributing to system testing.
 - Working with suppliers, contractors or equivalent to undertake system upgrades, and/ or resolve performance issues.
 - Using knowledge of information systems to coordinate or directly provide training and user support.
3. Ability to work to a high level of accuracy, prioritise and manage own workload and meet tight deadlines.
4. Attention to detail and ability to handle and process large volumes of data accurately and efficiently.
5. Understanding of processes for creating user stories and/ or technical specifications for developers to work from (ability to communicate technical information with clarity and effectiveness).
6. Excellent communication skills, written and verbal, with the ability to work with staff at all levels.
7. Ability to think strategically and innovatively.
8. Ability to build and develop successful relationships with internal and external stakeholders.
9. Ability to work as part of a team and on own initiative.
10. A flexible approach if the need arises to work outside of standard hours for upgrade/maintenance work.

DESIRABLE CRITERIA:

1. Relevant professional/ project management qualification, accreditation or demonstrable practical experience, e.g., Agile, PRINCE2.
2. Experience of:
 - working within a large/ complex organisation (e.g. 250+ employees).
 - Microsoft 365 Suite, specifically Excel, Power BI, Power Apps and Power Automate.
 - working in a Further or Higher Education Environment, which has included the provision of professional advice, support and guidance to academic staff.
 - analysing and manipulating high volumes of detailed information to produce meaningful reports.
3. Demonstrable knowledge of current higher education policy issues in the UK, particularly in relation to research and innovation matters.
4. Understanding of the research process and how the outcomes from research and innovation can be measured, evaluated and benchmarked.
5. An interest in new technologies and understanding of how they can be used in the development and support of systems/ services.
6. Ability to travel when required to respective user group meetings.