

## **Job Description**

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|---------------------------|-----------------------------------|
| <b>Role Title:</b>        | Doctoral School Support Assistant |
| <b>School / Dept:</b>     | Research and Enterprise           |
| <b>Reference:</b>         | MPF663                            |
| <b>Grade:</b>             | Grade 4                           |
| <b>Full or Part time:</b> | Full time                         |
| <b>Hours:</b>             | 36.25                             |
| <b>Reports to:</b>        | Doctoral School Support Officer   |

## **Overview**

Based within Research & Enterprise, the Doctoral School Support Assistant will undertake a wide range of administrative tasks, providing a support service to agreed standards. An understanding of established procedures and systems is required. The post holder will be required to resolve simple problems and issues and react appropriately to changing priorities. Supervision on a day-to-day basis is minimal, though managerial guidance is available if required. There may be some involvement in supporting short-term projects within the division/ and or supervisory responsibility, such as delivery of on-the-job training to new team members.

Research & Knowledge Exchange is key to delivering the University of Salford's strategic priority of Industry Collaboration, with refreshed Research & Knowledge Exchange strategies being unified as one of the corner stones of the University plan.

The primary objectives of the unified structure will be the provision of enhanced support for our colleagues in pursuit of Research and Enterprise activity, growth in Research and Enterprise income, and performance in the REF KEF. Whilst supporting our ambitions to grow industry engagement and income, enhance the student experience, develop critical mass in areas of world class research, produce real-world impact, and develop a vibrant community of high-quality researchers and enterprising staff.

We will work to support the development of a pervasive research and enterprise culture, through an environment of continuous improvement and excellent customer service, enhancing our industry collaboration activities and driving Enterprise, Research and growth in our capable capacity.

Our success will be measured by the multidisciplinary, mutually beneficial nature of this work, for the benefit of our students and campus culture, making Salford the place to create, collaborate, learn and launch a career.

## **Role Purpose**

This is a generalist role which will provide Research and Enterprise administrative support to the Schools.

## **Principal Duties & Responsibilities**

- Acting as first point of contact for enquiries with R & E, responding or redirecting as appropriate.
- Working as an integral part of the administrative support team, ensuring coordination of effort and effective work practices
- Arranging and attending meetings in a note-taking or minute-taking capacity
- To be knowledgeable in the use and navigation of Microsoft Teams for creating folders, saving documents to, attending meetings and arranging meetings and sending notices to stakeholders.
- Preparing and formatting a wide range of documents such as reports, papers, agenda, minutes, invoices
- Updating spreadsheets and databases accurately, running and presenting standard reports as required
- Undertaking straightforward analysis, manipulations and interpretation of data;
- Identifying problems and seeking ways to improve processes and current levels of service;
- Operating according to internal controls and best practice, challenging non-compliance and referring upwards as necessary
- Delivering on-the-job training to team members, supporting, assisting and covering others when necessary
- Providing support at events such as open days, conferences, training courses etc;
- Undertaking development activities to ensure knowledge is regularly updated to meet requirements of the role
- Comply with the personal health and safety responsibilities specified in the University Health and Safety policy;
- To engage with the University's commitment to put our students first and deliver services which are customer orientated, represent value for money and contribute to the financial and environmental sustainability of the University when undertaking all duties and aspects of the role.
- Promote equality and diversity for students and staff and sustain an inclusive and supportive study and work environment in accordance with University policy.

This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

Person specification follows on next page

## **Person Specification**

The successful candidate should demonstrate the following, which are 'Essential' (E) or 'Desirable' (D), and will be assessed by Application Form (A), Interview (I), Presentation (P), or Test (T), as indicated.

### **Qualifications**

1. Have a good standard of general education, normally to include English and Maths to GCSE level (or equivalent) Grade C and above; (E) (A) (I)

### **Background and Experience**

2. Experience in working in a research support capacity within the Higher Education sector (E) (A) (I)
3. Proven experience in undertaking complex administrative tasks within a busy environment (E) (A) (I)
4. Strong stakeholder engagement skills, with proven experience in engaging with people at all levels of the organisation (E) (I)
5. Effective team working skills evidenced by specific examples of team working (E) (I)

### **Knowledge**

6. Working knowledge of activities of other areas of the University as relevant to the role (D) (A)
7. Relevant policies and procedures, as they affect this role (E) (A) (I)
8. An understanding of the issues facing the national Higher Education sector (D) (I)

### **Skills and Competencies**

9. Ability to communicate clearly orally and in writing and to deliver a high standard of customer service (E) (A) (I)
10. A self-starter who enjoys the challenge of making things happen in a fast-moving environment (E) (A) (I)
11. Accuracy and attention to detail with a good standard of numeracy and literacy and the ability to assess data and information (E) (A) (I)
12. Ability to identify and resolve straightforward problems (E) (A) (I)
13. Ability to set up new activity or initiatives in consultation with senior colleagues (E) (A) (I)

14. Ability to analyse data and to use the outcomes to develop action plan proposals (E) (A) (I)
15. Ability to demonstrate use of Microsoft packages including Teams (E) (A) (I)