

Job Description

Role Title:	Doctoral School Support Officer
School / Dept:	Research and Knowledge Exchange
Reference:	MPF2307
Grade:	Grade 6
Full or Part time:	Full time
Hours:	1.0 FTE
Reports to:	Doctoral School Manager

Overview

Research, Knowledge Exchange and Enterprise is key to delivering the University of Salford's strategic priority of Industry Collaboration, with refreshed Research, Knowledge Exchange and Enterprise 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

Take responsibility for all aspects of administrative support, ensuring services are efficient, effective and adapt to changing circumstances. Under the guidance of the Doctoral School Manager, develop common systems and processes, standardised on best practice and ensuring that University regulations and procedures are adhered to.

Principal Duties & Responsibilities

- Ensure SkillsForge PGR management platform is embedded into business as usual across the University and by all users.
- To support the delivery of greater efficiency to provide highest client satisfaction. Identify patterns and problem areas, and recommend and/or implement effective solutions to increase efficiency, through employing process improvement methodologies and the application of innovative thinking;

- Providing supervision and immediate support on issues raised by junior staff and filtering problems referred to senior management;
- Perform, analysis and evaluation of data, highlighting issues for further investigation and preparing reports to inform decision making;
- Undertaking long and short-term projects within area of specialism, or contributing to large, strategic-wide project teams
- Ensure the maintenance of accurate records on various university databases and software systems, together with the provision of statistical/accounts/resource information and reports as necessary
- Responsible for liaising with internal and external agencies as required. Managing the communication of information to individuals, both internally and externally
- Provide appropriate advice and pastoral support to PGR students, signposting to relevant staff as appropriate
- To provide support to Academics in the discharge of their duties.

Generic Duties

- Perform any other duties appropriate to the grade as may be required by the Head of School/Head of Division etc.
- 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.
- Advance equality, support our work towards eliminating unlawful discrimination, foster an inclusive study and work environment for students, staff and visitors in accordance with our public sector equality duties and 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)

Qualifications

1. An undergraduate degree or relevant professional experience. **(E)**
2. Degree level qualification. **(D)**

Background and Experience

3. Experience of working with academic or industry teams and in providing support. **(E)**
4. An understanding of quality assurance, management and enhancement processes or research and innovation processes and procedures. **(E)**
5. Strong stakeholder engagement skills, with proven experience in engaging with people at all levels of the organisation. **(E)**
6. Experience of working successfully on projects which have a wide range of stakeholders with varying interests. **(E)**
7. Experience of responding independently to unforeseen problems and situations. **(E)**

Knowledge

8. Administrative procedures and processes related to finance and project management. **(E)**
9. A strong understanding of the HE sector and the challenges facing the sector at this time. **(D)**
10. Working knowledge of activities of other areas of the University as relevant to the role. **(D)**

Skills and Competencies

11. Excellent self-management skills, high motivation, efficiency and responsiveness. **(E)**
12. Committed to finding new and better ways to create outstanding customer experience. **(E)**
13. Outstanding interpersonal and communications skills with a proactive approach. **(E)**
14. Create an environment where colleagues are encouraged to develop knowledge and capability. **(E)**