Job Description - Research Admin Assistant

Grade 5
Permanent
Full-time
Location: Milton Keynes
Reporting to: Research and Enterprise Manager

About the Role

This role provides administrative support as part of the Research Support Team in the Faculty of Wellbeing, Education and Language Studies (WELS).

The post-holder will work as part of a team of Research Admin Assistants to support research activity in the Faculty. Team members may be required to provide admin support to Research Managers and Senior Managers, as well as the Associate Dean for Research Excellence, the Director of Postgraduate Studies, the professional doctorate leads, and academic colleagues.

Key Responsibilities

Duties are varied and may include the following at different times, according to demand:

1. **Organising & servicing meetings** – including making room bookings (internal & external) & booking hospitality, preparing meeting papers in an acceptable format and taking notes

2. **Travel & accommodation** – including booking travel and hotels (including international bookings) using Click Travel and processing TSE claims

3. **Consultancies** – requesting consultancies, in liaison with faculty academics – may include doing right to work checks in exceptional circumstances, arranging payments

4. **Budgets** – setting up a spreadsheet for a new project, recording expenditure, budget monitoring (including reconciliation with FRODO), provision of budget information to project leads, and alerting Research Managers to budget issues and preparation of figures for quarterly forecasting activity

5. **Managing shared email mailboxes** – proactively answering queries and coordinating responses as needed

6. **Coordinating and supporting events** – including liaising with the academics running the events, updating event web pages, preparing packs, liaising with Estates and AV to book rooms, catering, equipment, taking bookings, arranging hotel accommodation, monitoring online payments, registering delegates on the day, etc.

7. **Creating and formatting reports or presentations**, as required

8. **Web support**: uploading and maintaining pages on the Faculty’s intranet and externally-facing website using the relevant content management system

9. **Management of postgraduate student matters**
   - Providing first point of contact for requests and queries from PhD Students and prospective students, either in person or by phone, letter or email
   - Providing full support during recruitment rounds – including assistance with adverts and producing further particulars, arranging interview panels, notifying candidates, taking up
references, processing recommendations for acceptance, coordinating accommodation with the Staffing team (including any special requirements) and meeting PGRS on their first day

- Approving PGRS T&S claim and monitoring budgets – including the Research Training Support Grants (RTSGs), fee waivers and stipends – and providing forecasting information
- Coordinating the faculty/school PGR events
- Maintaining a hardcopy file for each student, including material of a highly confidential nature
- Providing support around annual probation, progress reports and vivas – ensuring procedures and deadline are adhered to
- Coordinating the third party monitoring
- Admin support for the Director of Postgraduate Studies and professional doctorate leads.

10. **Providing pre-award project support** – for externally funded projects this includes creation and updating of project records in the Awards Management System (AMS), liaison with other departments around the university to gain appropriate approvals, including academic workload approval, contributing to the preparation of project costings, uploading information into funders’ online application forms, maintaining accurate records of bids being submitted, proactively answering queries and other activities, as required.

11. **Providing post-award admin support to externally funded research projects** that are without bespoke posts – may include:

- Arranging meetings for the project team and/or steering group
- Chasing contract progress
- Scheduling fieldwork interviews
- Archiving data consistently and in accordance with relevant data protection requirements
- Maintaining project websites
- Setting up focus groups, workshops and seminars
- Monitoring budgets (see above) and processing paperwork associated with income and expenditure (e.g. setting up consultancies (see above), preparing invoice requests, checking online expenses claims (see above), processing hard copy travel claims, preparing purchase requisition forms)

12. **Providing back-up across the full range of support**, as required; for example, when other members of the team are absent or overloaded.

13. **Ad hoc support**, as required

**Skills and Experience**

**Essential:**

- Good level of general education
- GCSE ‘O’ level or equivalent in English and Maths
- Excellent organisational skills, with experience of secretarial or admin support including complex diary management
- Excellent IT skills to include a high level of competency in word-processing, Excel, PowerPoint, electronic diaries, spreadsheets, databases, using the internet and Outlook
- Experience of taking notes and action points
- Experience of providing service to internal and external customers
- Understanding of budget management
- Understanding of project management
- Ability to work well within a team
- Ability to use initiative
• Systematic approach to problem solving
• Ability to work independently and prioritise own work
• Methodical approach, with a high level of accuracy and attention to detail
• Ability to work proactively
• Ability to communicate well with people at all levels
• Ability to work calmly under pressure
• Ability to prioritise workload and deliver to delivery standards within agreed timescales
• Commitment to principles of improving diversity and equal opportunities within the work environment

Desirable:

• NVQ Level 2 Administration or equivalent
• Advanced Excel training
• Budget management training
• Experience of organising more complex events
• Experience of managing complex budgets
• Experience of working within a team
• Creative approach to problem solving
• Proactive approach to improving practices