Job Description – Research and Evaluation Assistant

About the unit
The Data and Student Analytics team within the CIO Portfolio is a relatively new team, which has been formed from the Information Office (SIO), Quality Enhancement and Learning Analytics (LTI), the Digital Data team in IT and the CRM and Data Analytics (Marketing) teams.

Our vision is to support, align to, and proactively drive the recruitment and student success strategy through continuous innovation. As a team we aim to support our key stakeholders in the University by enabling evidence driven decision making through data and analytics.

We currently support the whole University by offering data provision at every level and across every point in the University journey.

About the role
This role sits within the student feedback part of the DSA team, and will play a key part in ensuring that our research operations run smoothly. Core activities will be the administration of a project application process, running survey projects and providing routine administrative support to the wider team.

Responsibilities
The responsibilities are varied, some are seasonal and may include the following at different times:

1. **Administration of research project application process** – we receive research applications on a regular basis, and you would be responsible for the administration of these. This involves liaising with researchers, processing applications, assessing them against defined criteria, data entry, and processing outcomes.

2. **Running online survey projects** – this regular activity involves managing survey projects including reviewing documentation, using an online tool to set up the survey, responding to queries from people taking the survey, advising on wording and questionnaire structure, and then providing results and reports.

3. **Supporting non-online surveys** – we occasionally run surveys on paper or by phone, so you would be involved in packing hard copy surveys, arranging phone calls if surveys can’t be completed on paper, data entry and ensuring postal stationary and printed copies are up to date and available.

4. **Software license management** – We have an online survey tool that researchers can use. There is a request process for this, but the role holder will be responsible for validating those requests then setting up a new account on the system, as well as carrying out an annual audit of users.

5. **Mailbox management** – monitoring shared mailboxes, responding to queries or alerting someone who can, filing and deletion of messages in line with retention schedules.

6. **Budgets** – Including setting up purchase orders for software license renewals, ensuring these are paid, liaising with vendors as required, maintaining purchase records.
7. **Organising & servicing meetings** – including making room bookings (internal & external) & booking hospitality, preparing meeting papers in an acceptable format and taking notes

8. **Coordinating and supporting events** – including liaising with staff running the events, updating event web pages, preparing packs, liaising with Estates and AV to book rooms, catering, equipment, taking bookings, registering delegates on the day, etc

9. **Travel and accommodation** - including booking travel and hotels (including international bookings) using Click Travel and processing TSE claims

10. **Intranet support** – proactive work keeping our intranet pages up to date, responding to changes in policy or process when advised.

11. **File management** – follow file management guidance and retention principles, set up new filing structures, ensure documents are filed accurately.

**Skills and experience**

**Essential**

- GCSE passes (or equivalent qualifications / experience) in English and Maths
- Excellent administrative skills, with expertise gained in an office environment
- Excellent organizational skills, with experience of managing own workload
- Excellent attention to detail and a methodical approach
- Highly competent in using the internet and web-based applications
- Highly competent in using Office applications (including Excel, Word, Outlook, Powerpoint)
- Commitment to diversity and equal opportunities in a work environment
- Working knowledge of how questionnaires and surveys are used to gather feedback.