UNIVERSITY OF WARWICK

Job Description

Job Title	Research Office Assistant
Department	School of Engineering
Grade	3

Job purpose (a brief summary of the role)	Provision of high-quality administrative support to a busy research office in a large academic science department with over 200 staff.
Duties and responsibilities	1. Provision of comprehensive administrative support to the research related activity in the School of Engineering. This will include: o Providing accurate advice and information to academics, researchers and students on university processes, policies and procedures as they relate to research. o Assisting with all aspects of research administration, including supporting the promotion of research activity and opportunities via email, webpages, social media etc. as appropriate. o Maintaining and updating relevant databases. o Providing support to academic staff to set up and maintain their profile pages to promote their research. 2. Planning and co-ordinating conferences, workshops, training, events and other meetings. To include the organisation of appropriate room, appropriate promotion, IT, catering bookings, minute taking, attendance monitoring and any follow up as well as the Booking and confirmation of travel arrangements for external attendees as required. 3. Developing and updating web pages relating to research activity and support in the School and any information relevant to conferences, events and activities, ensuring webpages are relevant, accurate, easy to navigate and up to date. 4. To provide a high quality, customer focused service and to receive research related enquiries, queries and requests for support (from external contacts and School staff). To answer enquiries, drawing on information from a range of sources. 5. Any other additional administrative duties associated with working in a busy academic department, including providing support to the wider professional services team and covering for absences as required. 6. To process purchase orders and invoices for the School, ensuring adherence to university financial regulations as well as being mindful of costs, best value and budgets. Booking travel and accommodation for the research team, along with monitoring of budgets for conferences and events within the School. 7. Be responsible for prioritising your own workload with occasional guidance from line manager or other academic staff.

	The above is not an exhaustive list of duties; the post holder will be expected to be flexible in their duties to provide support to the wider School as required by the School Management Team. Due to the nature of this role, it is expected that the postholder will work a minimum of 80% of their time onsite (at the School of Engineering). Additional on campus working will be required to support research workshops, seminars, and events and at other key times.

Person Specification

The Person Specification focuses on the essential and desirable knowledge, skills, experience and qualifications required to undertake the role effectively. This is measured by (a) Application Form, (b) Test/Exercise, (c) Interview, (d) Presentation.

Essential Criterion No.	Essential Criterion Description	Measured by
E1	Good general education to at least GCSE level or equivalent including English and Maths at grade C or above.	A
E2	Relevant experience of working in an office or customer focused service environment.	A & C
E3	Excellent verbal and written communication, with strong listening skills and the ability to deal with people at all levels with respect.	B & C
E4	Excellent IT skills, including the standard Office packages, and willingness and ability to quickly learn and use new IT systems and software (including bespoke university software).	A,B & C
E5	Ability to use databases and spreadsheets to accurately store, retrieve and manipulate data to provide support for research events and projects and to update webpages.	A,B & C
E6	The ability to liaise with a wide range of individuals, including staff, students and external stakeholders professionally and efficiently.	A & C
E7	Ability to learn procedures rapidly and then apply them accurately and appropriately.	A & C
E8	You will have strong attention to detail, with a high level of accuracy.	A & C
E9	Excellent organisational and time management skills with the ability to prioritise workloads and work to tight deadlines without supervision.	A & C
E10	Ability to work independently and as part of a team, with a flexible approach and the ability to work closely with different people on a range of tasks.	A & C
E11	You will have the ability to be self-motivated and show initiative within your role.	A & C
E12	A strong commitment to providing a high level of customer service.	A & C

Desirable Criterion No.	Desirable Criterion Description	*Measured by*
D1	Relevant experience of working in Higher Education.	A & C