Research Support Assistant

Department: School for Business and Society
Hours of work: Full time | 37 hours per week
Contract type: Open
Salary: £22,662 - £24,285 per year
Research Support Assistant

Main purpose of the role

This is an exciting opportunity to join the Research Support team in the School for Business and Society and develop your administrative skills if you are new to the sector. You will work with academics who conduct research into the important issues of today such as living with poverty, the welfare system, food systems, the provision of social care, criminal justice, and mental health.

This is a new role to provide administrative assistance to the Research Support Team. You will be joining an experienced team (2 Research Facilitators and 3 Research Support Administrators) that supports our growing portfolio of research projects and provides an excellent service to the academics who conduct important research in the School.

It will be a busy and varied role. We are looking for someone who is enthusiastic, willing to learn, proactive, reliable and pays close attention to detail. You will work with academics and the Research Support team and will be able to communicate clearly. Research support adheres to strict policies and procedures so you will be following written documents and helping to improve our processes. Our projects create data and you will be handling some of this data (for example updating spreadsheets with research participant information, contact details) so must have a good eye for detail and be able to work with accuracy and within GDPR requirements (GDPR training will be available). You will need to be flexible according to the needs and resources of the Research Support team as we work together to continuously improve our service provision.

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

1. Role Specific Responsibilities
   - Order, distribute and record (on project databases) thank you payments for research participants e.g. shopping vouchers
   - Prepare and distribute resource packs and research instruments (such as information sheets and consent forms) to research participants and recruitment organisations
   - Help to maintain our information management system - making sure relevant information is available to the right people at the right time (such as data management plans, ethical approval, information about our research environment) in accordance with GDPR requirements
   - Handle and keep a record of audio files sent out for transcription
   - Anonymise successful applications for the research grant applications library
   - Update a research noticeboard on the intranet on a regular basis
   - Assist in the organisation of seminars and events
   - Organise meetings including the research project start up and project completion meetings
   - Assist with the operation of the Ethics Committees and data collection for the Research Excellence Framework submission
   - Raise purchase orders on York E-Purchase system (training can be provided).
2. University of York Responsibilities for Grade 3

Service and Operational Delivery
- Produce accurate and timely work to set standards.
- Respond to and resolve queries that have a readily available answer with reference where necessary to guidance or policy.
- Engage with customers to ensure understanding of procedure or policy.
- Refer unfamiliar situations and/or work not covered by standard procedures upwards or to a more experienced colleague.
- Engage with customers to explore their needs and use initiative to ensure service delivery meets their needs and report complaints or issues to enable timely resolution.
- Make effective use of digital solutions to carry out operational activity.

Continuous Improvement
- Highlight issues so that improvements and/or changes or new services can be developed.
- Contribute to the team’s consideration of improvements to the service provided.
- Proactively seek opportunities to improve personal knowledge and skills.

Specialist Contribution
- Resolve queries and requests for information and advice and escalate more specialist and complex queries or issues to more experienced team members.
- Solve day-to-day routine problem solving and source background information within the role.

Collaboration and Communication
- Work collaboratively, proactively and flexibly with team members to ensure the smooth running of service and operational delivery.
- Liaise with staff in other areas of the organisation to support service and operational delivery.
- Respond to routine enquiries/questions from customers via all channels utilised by the team.
- Provide demonstrations or explanations of commonly occurring procedures to colleagues and external customers.

Governance and Oversight
- Apply procedures and policy and highlight any anomalies or issues.
- Compile, record, store and archive data and information to ensure the accuracy and safety of information.
- Record data and information accurately and provide reports as required to team members and more experienced staff.

Planning and Organisation
- Plan and organise own task delivery.
- Contribute to the planning of team activities over a short timeframe to ensure the smooth running and timeliness of service.
- Assist team members to organise, plan and prepare for events, meetings and activities.
## Person specification

<table>
<thead>
<tr>
<th>Role Specific</th>
<th>Essential / Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ability to make efficient and effective use of the Google Drive and Google Apps including Docs and Sheets</td>
<td>Essential</td>
</tr>
<tr>
<td>Knowledge and understanding of the routine practices and procedures used in an administrative office</td>
<td>Essential</td>
</tr>
<tr>
<td>Ability to deal with confidential information appropriately</td>
<td>Essential</td>
</tr>
<tr>
<td>Ability to effectively organise and prioritise own work and follow procedures, in order to produce work to a high standard, to required deadlines</td>
<td>Essential</td>
</tr>
<tr>
<td>Experience of servicing meetings</td>
<td>Desirable</td>
</tr>
</tbody>
</table>

## University of York Person Specification for Grade 3

### Qualifications:
Level 2 qualification (Qualifications at this level include five GCSEs at grade A*-C/ grade 4-9. Please [view the full list](#)). We also welcome applicants with equivalent non-uk qualifications or equivalent professional experience.

### Skills - demonstrates the ability to:
- Accurately record and report information/data                                 | Essential |
- Use digital technologies including Google applications and/or Microsoft Office | Essential |
- Communicate effectively in verbal and written formats                        | Essential |
- Assist others to organise activities                                          | Essential |

### Behaviours:
- Works collaboratively with others                                           | Essential |
- Delivers a quality service                                                   | Essential |
- Develops self and others                                                     | Essential |
- Actively champions respect, inclusivity, equality and diversity              | Essential |
- Identifies and implements continuous improvement                             | Essential |