Involvement@York Operations Support Officer (Public Involvement in Research)

Department: Research, Innovation and Knowledge Exchange Directorate (RIKE)

Hours of work: Part Time | 29.6 hours a week| (minimum of 22.20 hours a week - 0.6 FTE)

Contract type: Fixed Term| to 31 July 2024

Salary: Grade 6| £34,308-£42,155 a year (pro-rata for part-time working)
Introduction

_Involvement@York_ is the patient and public involvement (PPI) support function at the University of York. It is the central coordinating resource for PPI at the University, working in partnership with our researchers, our local NHS partners and other external stakeholders to proactively and meaningfully involve patients, service users, carers and members of the public in improving the reach, relevance, conduct, quality and impact of our research.

The growth and development of _Involvement@York_ reflects the University’s continued recognition of the importance of public involvement in research and a need to support researchers and research teams to engage with and deliver meaningful public involvement, especially across the University’s broad portfolio of health, medical and social care related research.

This includes making it more straightforward for members of the public to work with us and also supporting our research staff to become more skilled and confident in partnership working with public contributors to research.

More information about Involvement@York and the importance of public involvement in research can be found: [here](#).

Main purpose of the role

_We are looking for an individual with outstanding communication, engagement and administration skills to support, champion and strengthen the active involvement of the public in the University’s research._

Working in an expanded Involvement@York team, the Operations Support Officer role offers the successful candidate the chance to work with world-leading researchers and research teams across the whole University in the planning, development and delivery of their public involvement activities. They will also aim to diversify the range of public, patient, service user and carer groups involved in the co-creation and co-production of research at the University of York.

The role will be based and line managed within the Research, Innovation and Knowledge Exchange Directorate’s (RIKE) Research and Innovation Development Team (RIDT). The Research and Innovation Development Manager (Applied Health and Social Care) acts as the RIKE Involvement@York Lead, line managing the Involvement@York team comprising an Operations Support Officer and Project Support Officer who will work in partnership to deliver the Involvement@York service. The role holder will also interact closely with Involvement@York’s Academic Lead and wider Steering Group, whose membership includes academic and professional support staff as well as external stakeholders and public contributors to research.

Team Structure
Key responsibilities

The role holder will be required to strengthen and develop operational support for public involvement in research across the University of York’s three faculties (Science, Social Science, Arts and Humanities).

They will undertake some or all of the duties below:

1. **Role Specific Responsibilities**

   - Lead on the development of Involvement@York’s visual identity and communications, working in partnership with researchers and public contributors to research to ensure all communications are inclusive and effective;
   - Champion and promote the added value of public involvement in research, developing pathways for members of the public to get involved in University of York research;
   - Maintain the Involvement@York Register (a membership list of members of the public and gatekeeper stakeholder organisations willing to be contacted about public involvement in research opportunities), leading on the development of public contributor recruitment pathways and involvement processes;
   - Lead on the development of the Involvement@York resource library and training offer for researchers and public contributors in research;
   - Support the administration, development and implementation of consistent policies and processes for public involvement in research across the University e.g. reward and recognition, GDPR and information governance, volunteer safeguarding;
   - Liaise regularly with NIHR Research Support Service colleagues and other public involvement specialist colleagues across the University, seeking to align public involvement support offers where appropriate;
   - Maintain and proactively develop own professional public involvement in research knowledge and expertise;
2. **Generic University of York Grade 6 Responsibilities**

**Service and Operational Delivery**
- Oversee a responsive and proactive support service to ensure service expectations are met.
- Collect and analyse stakeholder feedback to help define needs and requirements and the design and planning of services.
- Contribute to operational leadership teams and decision making to shape the nature and level of support services.
- Implement changes to the design and development of a service.
- Accountable for delivery of a service within a defined area or defined responsibilities.
- Depending on the role, may be required to act as operational line manager - setting, monitoring and overseeing the work of the team on a day to day basis
- Act as a supportive and encouraging member of a team. For roles at this level with supervisory responsibilities, demonstrate compassion and give advice on commonly occurring wellbeing issues.

**Continuous Improvement**
- Analyse service and operational delivery data and provide reports, making recommendations for improvement as appropriate.
- Ensure the review and improvement of systems and procedures in line with University frameworks.
- Review internal and external practice to identify opportunities for future improvements or efficiencies.
- Apply expertise to identify, understand and propose resolutions for issues or problems.
- Proactively identify opportunities for building personal knowledge and skills for self and others.
- Deliver knowledge sharing on specialist defined processes across the broader team.

**Specialist Contribution**
- Provide advice to stakeholders in relation to complex policies, procedures and regulations.
- Provide specific technical advice to ensure compliance with legislation, statutory duties, etc.
- Provide specialist expertise and support with complexity of data and information sources, providing interpretation and analysis.
- Carry out in-depth, complex investigations or searches; interrogate the information and data to identify trends and patterns.
- Deliver training, teaching and/or development delivery for stakeholders.

**Collaboration and Communication**
- Establish, maintain and develop productive and ongoing relationships with University stakeholders to create ideas for tactical service or operational delivery development.

- Undertake any other duties commensurate with the role as required.
● Build relationships and networks internally and externally to build and update knowledge and skills.
● Use a range of digital media and tools to communicate with a diverse range of key stakeholders.

Governance and Oversight

● Oversee activity to ensure all processes and transactions are delivered in line with regulatory and professional service and policy standards.
● Provide advice and training to stakeholders regarding compliance and regulations relating to the area of responsibility.
● Contribute to the creation or development of policy and procedures to take account of internal and external changes.
● Ensure activities and documents comply with internal University and external regulation, policy and procedures.

Planning and Organisation

● Plan, organise and prioritise own workload (and, where applicable, the workload of team members on a regular basis), taking into account operational needs and changing circumstances of the team over the short to mid-term.
● Plan and manage longer term programmes of work, monitoring progress as required.
● Lead the delivery of projects to facilitate service operational change or play a role in University-wide projects.
**Person specification**

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<th>Role Specific</th>
<th>Essential / Desirable</th>
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<tr>
<td>Experience of working with patients, service users and members of the public</td>
<td>Essential</td>
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<td>An appreciation of the process by which academic research is conducted and translated into policy, practice or product, together with the role of different stakeholders</td>
<td>Essential</td>
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<td>An understanding of the importance and added value of public involvement in research, including knowledge and understanding of the key principles and standards underpinning good practice in public involvement in research, including the importance of diversity and inclusion, and strategies to engage minority groups</td>
<td>Essential</td>
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<td>Awareness of a range of volunteer management issues in relation to public involvement in research, including data protection, reward and recognition, and safeguarding</td>
<td>Essential</td>
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<td>Experience of writing and developing communications material (including newsletters and/or web and social media content), with the ability to convey messages in a clear and compelling way, tailored to different audiences, with high standards of accuracy, consistency and attention to detail</td>
<td>Essential</td>
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**University of York Person Specification for Grade 6**

**Qualifications:**

Level 3 qualification. (Qualifications at this level include A levels. Please [view the full list](#). We also welcome applicants with equivalent non-UK qualifications or equivalent professional experience.

**Skills - demonstrates the ability to:**

- Lead projects
- Gather, analyse, interpret and report complex data/information
- Use digital technologies including Google applications and/or Microsoft Office
- Communicate effectively in verbal and written formats, including the use of a variety of digital tools

**Behaviours:**

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