Research Support Administrator

Department: Health Sciences
Hours of work: Part-Time / 22.2 hours a week (0.6 FTE)
Contract type: Fixed Term / 12 months
Salary: £24,285 - £27,131 a year / Grade 4 (pro-rated for part-time working)
Introduction

Due to the expansion of the Mental Health and Addiction Research Group there is an exciting opportunity for a dynamic, organised and highly efficient individual to provide professional administrative support to the group and its research projects. The role will involve extensive communication with a wide range of people both internal and external to the University. The workload will be varied and the ability to prioritise and work to tight deadlines will be essential. You will be someone who exhibits an enthusiastic, professional and thorough approach to their work, with the ability to use initiative and judgement. You must be able to demonstrate a high standard of administrative experience and possess excellent IT and time management skills. The role holder will have strong interpersonal skills, enjoy working as part of a team, have a flexible and proactive approach to work, and a willingness to learn new skills.

Main purpose of the role

You will provide a professional administrative service, carrying out a range of administrative support processes to facilitate the smooth running of research projects within the Mental Health and Addiction Research Group. You will mainly (but not exclusively) provide administrative support to teams leading large research programmes.

Condition of Employment

This role is exempt from the Rehabilitation of Offenders Act. Consequently, all applicants will be asked to declare both unspent and spent convictions on their application form. Appointment of the successful candidate will be conditional on a Disclosure and Barring Service check.

Key responsibilities

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

1. Role Specific Responsibilities

   ● Undertake a range of administrative duties, making certain that controls are in place to ensure a high standard of accuracy, efficiency and timeliness
   ● Provide excellent customer service to a range of stakeholders, acting as a point of contact, answering queries and resolving problems regarding a range of University and research project processes and systems
   ● Provide effective administration to research colleagues and projects, to include arranging and servicing meetings and training events with internal/external stakeholders, coordination of diaries, drafting and preparation of documentation, organisation of travel and events, and maintenance of research systems
   ● Analyse, manipulate and interpret information/data and use it to support the production of accurate reports and other communications. Examples may include formal project correspondence with patients and health professionals, training materials/presentations, procedural documents, promotional literature/newsletters, digital communications
   ● Communicate effectively with a range of stakeholders, employing excellent verbal and written communication skills.
   ● Monitor income/expenditure against a budget, processing invoices and orders, in compliance with financial administrative processes as required
   ● Learn and implement the processes and systems specific to the research project(s), and contribute to improvements as required
● Become a confident user of specialist IT systems used by the research team, undertaking training as required to maintain knowledge and skills
● Work proactively, collaboratively and flexibly with colleagues to deliver effective and efficient services and support, and to promote and facilitate the smooth running of research projects
● Adhere to University and research project procedures and policies to ensure customer/stakeholder confidentiality and data security.

2. University of York Responsibilities for Grade 4

Service and Operational Delivery

● Use initiative to resolve queries that generally have a readily available answer by reference to policy, past experience and/or where some discretion can be applied.
● Share knowledge with colleagues and others to enable effective service or operational delivery.
● Proactively anticipate, explore and respond to customer needs and, when appropriate, propose solutions to resolve service or operational issues.
● Provide guidance and advice to resolve problems and queries for a broad range of customers.
● Make effective use of digital solutions to carry out operational activity and highlight opportunities for further efficiencies.
● Provide effective administrative support to the wider department as required. This may include the coordination of diaries, arranging and servicing meetings, filtering enquiries, drafting and preparation of documentation and organisation of travel and events.

Continuous Improvement

● Contribute to the ongoing improvement, development and implementation of University processes and systems.
● Advise others and make recommendations into work processes and procedures for consideration by senior management to improve services.
● Proactively identify opportunities for building new personal knowledge and skills.

Specialist Contribution

● Act as a more knowledgeable team member to resolve non-standard or complex queries or advise when to escalate.
● Record data and information accurately
● Analyse, manipulate and interpret information/data and use it to produce reports for distribution to key stakeholders in the process or service.
● Carry out basic analysis and research to inform decision making.

Collaboration and Communication

● Work collaboratively, proactively and flexibly with team members to ensure the smooth running of service and operational delivery.
● Collaborate with team members to anticipate and implement service improvements or alterations.
● Proactively and reactively liaise with contacts and participate in networks and communities internally and possibly externally, contributing to effective collaborative working.
● Act as a supportive and encouraging member of a team, including contributing to the training and induction of colleagues or new staff.
Governance and Oversight

- Apply knowledge of procedures and policy to processes; check and reconcile anomalies within data and information.
- Monitor and evaluate service delivery to ensure compliance with regulatory and professional procedures and standards.
- Monitor data accuracy checks to identify anomalies and ensure the integrity of data and information.

Planning and Organisation

- Plan and organise own workload, including possible project delivery.
- Organise and schedule resources, activities and events.
- Identify priorities and monitor processes and activities to ensure success.

The above list of duties is not exhaustive and is subject to change. The post holder may be required to undertake others duties within the scope and grading of the post.
## Person specification

<table>
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<tr>
<th>Role Specific</th>
<th>Essential / Desirable</th>
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<tbody>
<tr>
<td>Experience of working in a varied administrative role, effectively balancing competing priorities</td>
<td>Essential</td>
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<td>Ability to work flexibly and accurately, under pressure and to tight deadlines</td>
<td>Essential</td>
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<tr>
<td>Attention to detail and ability to provide accurate information, summaries and notes</td>
<td>Essential</td>
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<tr>
<td>Ability to monitor income and expenditure against a budget, and maintain accurate records</td>
<td>Essential</td>
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<td>Proactive approach and the ability to apply problem-solving skills</td>
<td>Essential</td>
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<tr>
<td>Experience of working in higher education or a research environment</td>
<td>Desirable</td>
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<td>Knowledge of research administration processes</td>
<td>Desirable</td>
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<td>Ability to handle confidential information, using discretion when communicating with a range of stakeholders</td>
<td>Desirable</td>
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<tr>
<td>Ability to use digital communication channels and maintain website and social media platforms</td>
<td>Desirable</td>
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### University of York Person Specification for Grade 4

#### Qualifications:

Level 2 qualification including Maths and English. (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, analyse, interpret and report information/data            | Essential             |
- Use digital technologies including Google applications and/or Microsoft Office | Essential             |
- Communicate effectively in verbal and written formats                      | Essential             |
- Organise activities and resources                                           | Essential             |

#### Behaviours:

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