



RESEARCH SERVICES

JOB DESCRIPTION & PERSON SPECIFICATION

1. JOB INFORMATION

Post Title: Research Delivery Support Officer

Faculty/Department: Research Delivery Support, Research Services

Grade: 6

2. JOB DESCRIPTION

2.1. Purpose

Coventry University's 'Excellence with Impact' research strategy takes the University forward by strengthening our research excellence and building on our strengths as a business facing Institution.

Research Services operates under the leadership of the Deputy Vice-Chancellor (Research) and the line-management of the Director of Research Services. Research Services is the primary support department for: research quality; research operations; research projects funding and compliance; research projects development, costing and delivery support, research ethics and governance and research operations.

The Research Delivery Support team is a central project management resource available to Research Institutes. The key functions of this team, in the context of the complete project lifecycle are to:

- a) ensure high and medium risk projects (as defined under the risk assessment methodology) are mobilised quickly, including those transferred from other institutions;
- b) provide hands-on delivery support for high and medium risk projects, including offering specific funder expertise;
- c) provide funder-specific support internally and build close working relationships with key university funders;
- d) manage research and other strategic projects including those delivered through the functional themes (Engagement, Excellence, Environment, Enhancement) that support the delivery of the Research Strategy;
- e) ensure compliance with ethical standards, supporting research governance across the University Group, managing and administering Faculty/URC based ethics and governance processes.

2.2. Main Duties and Responsibilities

The overall aim of the Research Delivery Support Officer post is to support the achievement of Research Excellence, not only to continuously improve the REF submission for the University which includes (i) outputs (journal articles, books, physical artefacts, performance); (ii) impact of the research and (iii) research environment but also to embed a research culture that enhances project management capabilities amongst the research community.

The Research Delivery Support Officer provides support to Principal Investigators (PIs) on projects that have been identified through a risk assessment, to ensure research excellence outputs are achieved; income generation to the University Group is maximised and to ensure the delivery meets university objectives and the requirements of the funder.

The role will be based within a research Institute/Centre and will have specific delivery responsibility for a project or group of projects from the notification of award through contract negotiation, to delivery and final close and will be expected to work on own initiative within agreed parameters and objectives.

The duties and responsibilities are:

1. Provide day-to-day project and portfolio management support and guidance for PIs and their research teams, for medium to high-risk projects, to ensure targets are met, income is maximised and project outputs are optimised in order to expand the reach of projects beyond their specific deliverables. Activities will include (but not be limited to):
 - a) At point of contract award compile project work packages and establish the resource requirements and timescales for the project;
 - b) Compile funder related project manuals and procedures and ensure all guidelines are met over the life of the project;
 - c) Liaise with consortium partners / subcontractors and ensure that work package deliverables are met over the life of the project;
 - d) Schedule any procurement (including recruitment, travel and capital expenditure) and notify relevant internal departments;
 - e) In conjunction with the Research Funding and Development, Enterprise & Innovation and Doctoral College, identify opportunities to extend the outputs of a project within the continuation and optimisation framework;
 - f) In conjunction with Research Funding and Development, manage both pre and post award due diligence, legal and other transition processes sharing lessons learned to support new bids;
 - g) In conjunction with Research Finance and Compliance, ensure that projects are completed on budget, on time and closed out in a timely manner.
2. Ensure all funder requirements (for example branding specifications for marketing materials) are communicated to the project team at the initiation and at key points during the life cycle of the project working with Marketing and External Affairs (MEA) as appropriate, providing guidance to PIs and MEA where appropriate

3. Liaise with consortium partners and subcontractors to ensure that due diligence, legal agreements and work package scheduling is in place, that key milestones are met and that deliverables are achieved to the desired standard. Work with partners to identify slippage and escalate any issues, providing advice and guidance to ensure compliance
4. Schedule all procurement required for the project, following procurement guidelines (for example capital expenditure, travel etc.) and notify the central procurement department or local procurement administrators in a timely manner.
5. Monitor all project activity against the work programmes and produce regular status reports for the project team using appropriate research systems and processes. Where necessary escalate any risks or issues to the PI or a senior member of the Research Management and Administration Unit and support necessary recovery action.
6. Work closely with colleagues to support new academic staff joining the University and to ensure that projects are transferred effectively and efficiently, ensuring that the maximum value of grant is achieved. Activities will include (but not be limited to):
 - a) Contact new staff at the point of acceptance of an offer of employment and determine what grants are being novated from the employee's current employer;
 - b) Obtain copies of grant agreements and liaise with legal services to ensure the grant terms and conditions are in line with Coventry University acceptable standards;
 - c) Where necessary provide support to the new academic in clearing grant transfers through authorisation and ethics processes;
 - d) Review the value left on the grant and ensure the maximum available grant is transferred;
 - e) Support the new academic to understand and access the support for project development and delivery at the University.
7. Support academic staff which are leaving the University to migrate awards to a new institution, assisting them (via Research Finance and Compliance) in ensuring the costs are fully booked on to the grant and income from the grant is maximised prior to the transfer to another institution. Liaise closely with Research Centre leadership, Research Development Executives and the funding body throughout the evaluation, process and transfer.
8. Responsible for the management, co-ordination, development and implementation of project management and finance systems to support the delivery of the projects.
9. In collaboration with the Research Funding and Development, identify key deliverables that may be common to other projects to maximise the benefit to all projects. Where possible also identify match-funding opportunities.
10. On an ad hoc basis, provide additional support to the Research Funding and Development team in the development of high quality funding proposals. This may include, for example, supporting the project management of bid submissions, supporting the technical aspects of bid development, and liaison with project partners.
11. To undertake background research and data collection, manage project meetings, noting actions and timelines, identifying activity streams, providing information, writing reports, briefings and presentations as required in support of the allocated work stream.

12. In conjunction with the Finance and Compliance Unit, ensure the projects are completed on time and closed out in a timely fashion. Ensure budgets are on track and match project deliverables.
13. Maintain an in-depth knowledge of funder organisations detailed terms and conditions, especially funders new to the University. Ensure that these are communicated initially and at key review points to internal stakeholders, especially any key issues in relation to current projects.
14. Work in collaboration with the Research Excellence Unit to contribute to the REF submission process by ensuring that potential impact data and research outputs achieved through the funded research projects are collected.
15. Represent the research organisational unit and its projects at external events including project consortium meetings, conferences and workshops.
16. To foster an environment of continuous improvement, sharing of best practice and conducting reviews to support lean, effective and efficient working practices and procedures to reflect the needs of the business and maintain and deliver these to the highest possible standards, sharing these where required or appropriate with other colleagues across the area's professional support work streams

AND such other duties as are within the scope and spirit of the job purpose, and the title of the post.

2.3. Supervision Received

Research Delivery Support Partner

2.4. Supervision Given

Matrix management of administrative roles in assigned Institute/Centre

2.5. Contacts

Deputy Vice-Chancellor (Research) Institute and Centre Directors Colleagues across Research Services

Principal Investigators and researchers in the Research Institutes Other CU Group Professional Services teams

Staff and PhD students throughout the University

A variety of key or strategic external contacts, for example Funding Organisations, Research Councils and other relevant government agencies.

A wide variety of external contacts at all levels and from a wide range of sectors and environments.

3. PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	ADVANTAGEOUS
Education/ Qualifications	Degree level or equivalent qualification Prince2 or equivalent qualification and/or suitable equivalent demonstrable experience	Post-Graduate qualification
Experience (Paid and Unpaid)	<p>Experience of working on collaborative research projects and/or other operational projects.</p> <p>Experience of working with a high profile European or national funding bodies (for example: Research Councils, EU Horizon 2020 or TSB).</p> <p>High level administrative experience gained in Higher Education and/or senior level Research Administration.</p> <p>Working knowledge of the higher education sector</p> <p>Experience of matrix management</p> <p>Working knowledge and expertise with a track record of achievement relating to the responsibilities of the post.</p> <p>Experience of undertaking background desk research including primary data analysis.</p>	Demonstrable experience of managing project related finances/budgets

<p>Job-related Skills and Aptitudes</p>	<p>Highly developed communication ability, particularly related to sharing expert knowledge, providing advice and making recommendations diplomatically with internal and external colleagues.</p> <p>Good writing ability, including the ability to proof read / edit documents</p> <p>Ability to work independently, be proactive, to take initiative and to innovate whilst contributing as a member of a team.</p> <p>Ability to use initiative, independent judgement, tact and decisiveness while working under pressure with changing priorities, unanticipated urgent demands, multiple tasks and projects with competing deadlines.</p> <p>High level of computer literacy, particularly Excel, is essential.</p> <p>Excellent numeracy skills and a high level of attention to detail.</p> <p>Highly developed ability to assimilate knowledge and master new skills rapidly, in particular to understand contractual terms and their impact.</p>	<p>Fluent in another language in addition to English</p>
<p>Interpersonal Skills</p>	<p>Excellent team working skills.</p> <p>Excellent self-management skills and the ability to plan your own workload.</p> <p>Ability to impart and present professional knowledge and information effectively and accurately with the ability to listen to and be willing to help others, and have a constructive, positive and facilitative approach to colleagues and key stakeholders.</p> <p>Skill in establishing and maintaining cooperative working relationships, professional networks, establishing rapport and gaining the trust of others.</p> <p>Ability to relate to individuals from a variety of diverse backgrounds, cultures, ages and experience.</p>	
<p>Other Requirements</p>	<p>A flexible approach to work – must be prepared to work outside standard hours</p> <p>Tact, diplomacy and the ability to maintain confidentiality.</p>	