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**Job Description**

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| **Job title:** | **Core Research Facility Officer** |
| **Department/School:** | **Core Research Facilities (CRFs)** |
| **Grade:** | **6** |
| **Location:** | **University of Bath premises** |

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| **Job purpose** |
| This is a new and very varied role, integral to the successful delivery of the newly centralised Core Research Facility (CRF) structure. Working alongside a wide range of colleagues, the post holder will help to develop, implement, support, and monitor operating processes and administrative systems related to CRF operations, commercial activities and Research Infrastructure strategy. You will need to bring a commitment to collaboration, service delivery, development of technical teams, and desire to embrace best practice and evolve.  Working closely with the Head of Core Research Facility Operations, Director for Research Infrastructure and Facilities (RIF), and Professional Services teams across the University, you will enhance our CRF service delivery by overseeing and supporting key aspects of CRF Operations, including:   * Marketing and communications * Administrative contact for our external client base * Facility booking tools and operational finances * Administrative support to the Head of CRF Operations in HR, H&S, estates, and committee matters * Administrative support to the Director of Research Infrastructure & Facilities   An important aspect will be the continued improvement of operational and business processes to deliver a sustainable research infrastructure, key to enabling and accelerating realisation of the University’s research strategy. You will be required to work both autonomously and in project teams to deliver the required services, and will have frequent contact with academics, students, visitors, and Professional Services staff at all levels. With the challenges and opportunities of establishing a new Department, it is essential that the appointee is proactive in solving problems, identifying additional service requirements or shortfalls, and independently using judgement and creativity to investigate and resolve any non-standard problems.  The postholder will report to the Director of Research Infrastructure & Facilities, working closely with the Head of Core Research Facility Operations, and will be an important part of the CRF Management team, which includes the CRF Leads. You will also be part of various project teams, including around CRF finances and marketing activities. This post is an open-ended, full-time position, with the option of several days per week of home working. |

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| **Source and nature of management provided** |
| Director of Research Infrastructure and Facilities |

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| **Staff management responsibility** |
| This role does not have line management responsibilities |

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| **Special conditions** |
| Not applicable |

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| **Main duties and responsibilities** | |
| The key duties of this role are split into the five primary area detailed below: | |
| **1** | **Marketing and communications for the facilities to both internal and external users (~20%)**   * Plan and manage the pipeline of CRF related marketing and communications activities, in line with the recently developed CRF marketing plan. This will include the following channels: internal and external facing webpages, social media posts and blogs, and development of industrial case studies and corporate literature, and includes working with CRF colleagues to write the content and copy of these communications. * Take responsibility for the CRF webpages, keeping them updated with new content. * Manage the contents, design, production and distribution of a regular e-newsletter for Bath researchers, promoting the services available and highlighting news stories. * To source and edit photos, create content plans for publications and liaise with designers and the University’s print services team to produce effective communications materials to agreed timescales and standards. * Develop and produce printed marketing collateral such as banner stands and signage, posters, and corporate literature. * Work with the CRF Leads, University of Bath Events Teams and RIS colleagues to support regular Facility showcase events for both internal and external users. Occasionally attend events taking place out-of-hours, or off-campus, by prior arrangement, and for which time off in lieu can be claimed. * Monitor and analyse communication effectiveness of email, web and social media. * Monitor marketing communications budgets to ensure that any activities remain within allocated budgets. |
| **2** | **Key administrative contact for our external client base (~20%)**   * Take responsibility for the research-facilities@bath inbox used by external clients to communicate with the facilities. * Respond to external client enquiries, providing information and triaging to the relevant CRF and broader University technical teams where necessary. * Work with the RIS Research Contracts and Finance teams to get service contracts set up and documentation established to facilitate invoicing. * Coordinate contract negotiations, renewals and amendments. * Work with the Head of CRF Operations and CRF Leads to arrange visits for external clients and other Universities to showcase Bath’s Research Facilities, tailored to the interests of the client. * Work with Central Finance to ensure timely and accurate monthly invoicing for external clients. * Maintain accurate records of external client details and requirements. * Ensure that data is used in line with strict standards of confidentiality and within the provisions of relevant data protection legislation. |
| **3** | **Support Faculty finance teams with facility booking tools and routine operational finances and reporting (~40%)**   * Develop and maintain an in-depth understanding of our new facility booking tool, ULab, taking ownership of ULab’s basic functionality (in collaboration with colleagues at ULab and in the Finance Teams) and becoming the first point of contact for all training and user needs. * Support the Finance Teams by facilitating monthly user recharges and data manipulation for service order uploads and provide management reports for quarterly and annual reporting on usage levels and cost recovery. * Assist in the reconciliation and distribution of income from commercial clients. * Develop training material and guidance notes for all users of the system to support independent use. * Take a proactive approach to improving the system, working with stakeholders and the ULab software developers to implement changes, and ensuring all relevant colleagues are kept up to date on these changes. |
| **4** | **Supporting the Head of CRF Operations in HR, H&S, estates, and committee matters (~10%)**   * Draft supporting business cases for staff recruitment and ensure all documentation is in place for probations, staff appraisals etc. * Provide support to the CRF H&S committee, and take responsibility for H&S related documentation and associated record keeping in line with frameworks developed by the committee. * Support development of business cases for campus infrastructure projects and liaise as required with CI colleagues to progress live projects. * Schedule operational meetings including for: user groups, CRF leads and CRF finance groups, providing further administrative support as required. |
| **5** | **Supporting the Director of Research Infrastructure & Facilities with routine administrative tasks, including meeting support and the gathering of information and data for strategic documents (~10%)**   * Schedule meetings and prepare agendas, recordings, and draft accurate minutes, summarising outputs and following up on actions as appropriate. * Oversee the process of maintaining accurate details on the live University of Bath Shareable Equipment Register. * Establish accurate records of University investments and needs in Research Infrastructure. * Together with the Director of Research Infrastructure & Facilities and Head of CRF Operations, develop appropriate project management and review tools for the collection, collation, and analysis of evidence to evaluate the performance of the CRFs and research infrastructure investments against agreed KPIs. * Analyse outcomes of monitoring and evaluation activities, and present as summaries and tables for onward presentation to University Boards and committees. * Take a proactive approach to developing and improving core processes in response to user or University needs. |
| You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager. You are required to follow all University policies and procedures at all times and take account of University guidance. | |

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**Person Specification**

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| **Criteria: Qualifications and Training** | **Essential** | **Desirable** |
| Education to degree level OR significant, relevant professional experience | √ |  |

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| **Criteria: Knowledge and Experience** | **Essential** | **Desirable** |
| Understanding of the Higher Education sector and the support role conducted by professional services | √ |  |
| Experience in a marketing or communications based role |  | √ |
| Experience of producing high-quality communications for both targeted and mass audiences, and working on both online and print media |  | √ |
| Experience of using a content management system to manage and modify content on websites |  | √ |
| Experience of delivering training and preparing guidance materials |  | √ |
| Experience of providing administrative support for meetings, including via online platforms, and taking accurate notes | √ |  |
| Experience of financial management and budget monitoring | √ |  |

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| **Criteria: Skills and Aptitudes** | **Essential** | **Desirable** |
| Strong IT skills using a range of software packages (word processing, spreadsheets, email) effectively and confidence to learn new bespoke IT systems | √ |  |
| Well-developed analytical capabilities, able to interpret complex sets of data and to draw correlations and conclusions accordingly | √ |  |
| High standards or presentation and excellent attention to detail, particularly in relation to documentation and record-keeping | √ |  |
| Ability to communicate clearly, persuasively and effectively both verbally and in writing | √ |  |
| Highly positive, proactive, committed and effective team member, with an ability and willingness to support colleagues | √ |  |
| Excellent interpersonal skills, developing and fostering highly effective working relationships with colleagues and stakeholders at all levels of seniority | √ |  |
| Ability to remain calm under pressure, prioritise tasks, resolve conflicting priorities and progress work thoroughly and reliably to a consistently high standard without daily supervision | √ |  |
| Flexible approach to work and willingness to be flexible over working hours when required | √ |  |

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| **Effective Behaviours Framework**  The University has identified a set of effective behaviours which we value and have found to be consistent with high performance across the organisation. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these behaviours previously. |
| **Managing self and personal skills:**  Willing and able to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others. |
| **Delivering excellent service:**  Providing the best quality service to all students and staff and to external customers e.g. clients, suppliers. Building genuine and open long-term relationships in order to drive up service standards. |
| **Finding innovative solutions:**  Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. Identifying opportunities for innovation. |
| **Embracing change:**  Adjusting to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas. |
| **Using resources:**  Making effective use of available resources including people, information, networks and budgets. Being aware of the financial and commercial aspects of the University. |
| **Engaging with the big picture:**  Seeing the work that you do in the context of the bigger picture e.g. in the context of what the University/other departments are striving to achieve and taking a long-term view. Communicating vision clearly and enthusiastically to inspire and motivate others. |
| **Developing self and others:**  Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the University. |
| **Working with people:**  Working co-operatively with others in order to achieve objectives. Demonstrating a commitment to diversity and applying a wider range of interpersonal skills. |
| **Achieving results:**  Planning and organising workloads to ensure that deadlines are met within resource constraints. Consistently meeting objectives and success criteria. |