

Research Support Manager

Job Reference:	Research Support Manager
Department:	Research, Enterprise and Knowledge Exchange
Grade/ Salary:	Grade 7
Contract Type:	Permanent
Hours:	35 hours per week (Full time)
Location:	New Cross, London

Goldsmiths

At Goldsmiths, we are committed to making a difference through our teaching, research and knowledge exchange. We are a campus-based university located in the London Borough of Lewisham. Goldsmiths is an important source of social, cultural and economic impact in Lewisham and the South East as well as more widely with some 10,000 students, 1,300 staff and an annual turnover of £126 million. As a leading arts, humanities and social sciences university, we produce the future leaders and talented individuals that are in demand from many of the fastest growing sectors in the UK. Through our strong track-record of developing effective and innovative collaborations with business and other non-academic actors, we also contribute substantially to local, national and international growth, development and well-being.

We are looking for inspiring, dedicated and talented people to help build on our reputation as a research-intensive university and a leader in knowledge exchange while also growing personally in a true learning organisation.

We are happy to supply information in alternative formats for disabled applicants. Please contact hr@gold.ac.uk to make your request.



Passionate about advancing equality
and celebrating diversity.
Together, we are different



Together
we are different

Department of Research, Enterprise and Knowledge Exchange

The Department delivers the University's Research, Enterprise and Knowledge Exchange Strategy. The Pro-Warden for Research and Enterprise provides academic leadership of this area and the Department is under the strategic management of the Director of Research,

Innovation and Knowledge Exchange who reports to the Pro-Warden for Research and Enterprise.

In sum, the Department as a whole supports:

- the development of research and knowledge exchange bids;
- the financial management (and associated reporting) of the grants that are secured;
- the facilitation of partnerships between researchers and external organisations in the private, public and third sectors, including contract research collaborations and consultancy projects;
- the University's compliance with codes of conduct, ethics and other regulatory requirements;
- the development and delivery of the University's portfolio of unaccredited short courses and executive training.
- the University's REF submission;
- the commercialisation of intellectual property;
- the shaping and delivery of training and other researcher development opportunities that complement support from HR and academic departments;
- policy-related activities.

Following a recent review of the structural capacities and capabilities within Research and Enterprise, we intend to develop the functions of the Department to the benefit of Goldsmiths' strategic advantage, with the aims of:

- Continuously enhancing academic capacity to develop and secure externally-funded research grants and grants related to enterprise and knowledge exchange;
- Bringing together two previously distinct but complementary teams – Research Services and Enterprise Office – to facilitate the synergies and joint working that are increasingly required to enable the College to respond to the changing external funding landscape, particularly funding streams related to the Government's Industrial Strategy;
- Strengthening our horizon-scanning capability and enhancing our understanding of the strategic aims of grant-making bodies;
- Being ready to respond flexibly to the timescales and specificities of research, - enterprise and knowledge exchange funding opportunities;
- Building effective and productive local relationships, business relations but also relationships with other universities;
- Developing clearer narratives about why Goldsmiths is the partner of choice for large consortium bids.

Reporting to: Deputy Director of Research and Enterprise

Summary:

Job description

Research Support Manager

Reporting to: Deputy Director of Research and Enterprise

Responsibilities of the Post:

1. Oversee the effective operation of the Pre-Award function, ensuring that deadlines are met, that processes for approval/sign-off have been followed, and that academics and their host departments have been provided with timely and effective support.

2. Manage and lead the team in Pre-Award, supporting development in their roles.
3. Take a pro-active role in identifying and promoting a wide range of funding opportunities, working closely with academics to match available opportunities against their research interests and support the development of high-quality proposals from initial costing through to submission.
4. Develop specialist knowledge of major funders in the UK and overseas (including their processes and priorities), building and maintaining effective working relationships with the funders and ensuring that the College is well placed to identify and quickly respond to suitable opportunities as they arise.
5. Provide an effective horizon scanning function, including pro-actively developing intelligence to increase grant capture and target funding opportunities.
6. Manage a pipeline of applications in development, working directly with academics and professional staff in departments. This includes (where appropriate): authoring elements of the proposals; ensuring that the proposals meet funders' eligibility criteria; providing advice on funders' requirements and processes; making sure that the requisite internal processes before submission to funders are fulfilled and that budget preparations and costings have been correctly completed.
7. Ensure that the Pre-Award team understands and keeps up-to-date with funders' requirements, processes, policies and priorities, including those related to costing research proposals, and that the team takes responsibility for checking and ensuring that grant proposals have been costed and otherwise developed correctly.
8. Understand, keep up-to-date and ensure the effective implementation of relevant policies and processes relating to research, such as due diligence, ethics, open access and intellectual property.
9. Work closely with the Deputy Director of Research and Enterprise to ensure that the College maintains up-to-date processes for effective compliance with funders' and regulatory requirements.
10. Develop, implement and oversee effective systems for increasing the volume of high-quality proposals.
11. Contribute to the continuous improvement of internal grant procedures and processes, with a view to ensuring an efficient and effective provision of services to the Goldsmiths academic community and collaborative partners. Oversee and ensure that appropriate data, such as data related to outputs, is submitted to ResearchFish and other funders' portals as appropriate in a timely and compliant way;
12. Assist with internal and external audits pertaining to research grants and with preparing reports on research income, collaborations and related data to external organisations such as Research England through HEB-CI.
13. Manage processes for internal College funds, including oversight of the arrangements to award funding to researchers, monitoring of progress and spend, and being responsible for internal and/or external reporting.
14. Undertake any other tasks that may reasonably be required from time to time.

Support decision making

15. Prepare analysis and reports as requested by the Director and Deputy Director of Research and Enterprise, including analysis of trends as well as narrative and financial reports.
16. Maintain accurate records and data to support analysis and regular reports on the performance of the Pre-Award team.
17. Continuously monitor the College's performance in terms of external grant capture and ensure the timely provision of management information (e.g. success rates with various funders and schemes, as well as those of comparator institutions).
18. Contribute to the annual planning and reporting process for Research, Enterprise and Knowledge Exchange, and help to inform the University's broader strategic and operational planning.

Communications and relationships

19. Provide support as appropriate to the wider Research, Enterprise and Knowledge Exchange Office.
20. Work proactively with academic departments and other professional service teams to identify in a timely manner promising projects and initiatives.
21. Build and maintain effective relationships with academic members of staff and departmental administrators, business managers and research directors to strengthen the capacity of Goldsmiths to secure more research grant income and to apply for larger grants.
22. Ensure that the Pre-Award team provides effective support to the Academic Lead for Research and the Research Theme Champions.
23. Develop promotional content for internal and external audiences and stakeholders, including content for the College's website and intranet.
24. Promote the benefits of research, enterprise and knowledge exchange engagement to individual academics and academic departments.
25. Deputise for the Deputy Director of Research and Enterprise as appropriate.

These duties are a guide to the work that the post holder will initially be required to undertake. They may be changed from time to time to meet changing circumstances.

Person Specification

Detailed below are the types of qualifications, experience, skills and knowledge which are required of the post holder. Selection will be made upon evidence of best-fit with these criteria. The Essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application you meet the essential criteria categorised below, you will not be invited to interview.

The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.

The Category column indicates the method of assessment:

A = Application form	C = Certificate
I = Interview	R = Reference

T = Test / P = Presentation

	Category
Essential Criteria 1 - Qualifications	
Graduate level qualifications from any discipline or equivalent	A, C, I
Essential Criteria 2 - Experience	
Experience of supporting the planning and delivery of complex projects in a deadline driven environment	A, I, R
Experience of delivering to deadlines and taking responsibility and ownership of projects	A, I, R
Experience of working independently with limited supervision, including experience of prioritising multiple demands and working under pressure	A, I, R
Experience of developing and maintaining efficient administrative systems	A, I, R
Experience of providing analytical reports and recommendations	A, I, R
Understanding and experience of providing and delivering an exceptional level of customer service	A, I, R
Desirable Criteria 2 – Experience	
Experience of working in a university and/or in a small team. Preferably in a research and/or enterprise office, or a similar environment	A, I, R
Experience of the UK and international funding environment	A, I, R
Experience in research project bidding and management	A, I, R
Essential Criteria 3 - Knowledge	
Familiarity with standard administrative packages	A, I, R
Essential Criteria 4 - Skills	
Excellent written and interpersonal communication skills	A, I, R
Excellent organisational skills	A, I, R
Analytical and problem solving skills	A, I, R
The ability to liaise effectively with departments within the university and with a wide range of external contacts	A, I, R
A proven, self-motivated approach to planning and prioritising workloads	A, I, R, T
Evidenced ability to maintain a pro-active approach to detail in a fast-paced environment	A, I, R
Good IT skills (MS Office, e-mail, internet)	A, I, R
Additional Attributes	

The ability to maintain a professional and composed demeanour while working to tight deadlines	A, I, R
The ability to work as a team player	A, I, R
Flexibility and adaptability	A, I, R