JOB DESCRIPTION

Job Title: Head of Research Services

Department / Unit: Research & Enterprise

Job type: Professional

Grade: 9

Accountable to: Alicen Nickson

Accountable for: Research Grants team, Information & Analysis Officer, Grant-Set up and Ethics Manager, REF team.

Purpose of the Post

The post holder’s primary purpose is to support the University’s Research Strategy by ensuring the delivery of a professional and proactive research support service. As a senior research management and administration professional, the Head of Research Services is responsible for pre-award research grant administration in the context of institutional strategy for research, providing business led leadership for research systems, oversight of the curation and submission to the Research Excellence Framework (REF) and overseeing research ethics and compliance. The postholder will also maintain professional links with key external agencies associated with research funding and policy arenas.

As a member of a newly formed Senior Management Team (SMT) within the Department, the Head of Research Services will provide effective leadership and management to the Research Services team, and will work with the SMT to ensure compliance with relevant policies and to drive operational development necessary to support and increase the number and value of research grants and contracts.

S/he will also act as a champion for research management and administration excellence. This will entail working in close collaboration with professional departments and academics across the University to ensure a high quality delivery of service. It will also require performance management and production of strategic research management and performance information.

Key Tasks

Lead the provision of a comprehensive, proactive and agile pre-award support service to facilitate the research and knowledge exchange activity of academic staff; ensuring all activity adheres to sponsor and university deadlines and policies.
To be responsible for the curation of the Research Excellence Framework submission.

To ensure the Research Services team provides effective support for the Director of Research and Enterprise, Senior Vice Principal (Academic) and other members of the University’s senior leadership.

To ensure Research Services are developed, delivered and managed effectively and efficiently to a high standard and are aligned with the University’s strategic objectives and targets for research, knowledge exchange and impact.

To ensure that relevant processes and policies are efficient, effective and delivered to satisfy stakeholder needs. To lead business process and research systems improvement to drive efficiency and effectiveness, in particular in research proposal management processes promoting a proactive, innovative and interactive culture within the Research Services team.

To implement business systems that ensure probity and compliance with regulations of the University and external bodies and ensure that IT systems and infrastructure for research are fully exploited to maximise efficiency and deliver high quality, accurate research management information to drive performance enhancement and benchmarking of research activity.

To ensure the provision of robust management information and data relating to research activity to support colleagues in establishing appropriate University strategies, targets and KPIs and providing regular feedback to senior management. To ensure effective development, operation and compliance of frameworks, policies and procedures relating to research activities including, for example, research governance and ethics, research integrity and information assurance.

Authorised signatory for applications, tenders and quotations, ensuring that risks are evaluated and managed appropriately.

To act as Chair to a cross-institution research systems working group, overseeing the effective operation and interoperability of research related systems and driving the business case for system development.

To initiate, develop and maintain productive links with key contacts in major research funders, especially in the Research Councils' Shared Business Services, and to provide leadership within the Department in maintaining awareness of the policies and requirements of the key research funding bodies as they evolve.
To lead in raising the Department’s and University’s knowledge and awareness of external good practice and systems for research support and broader research management activities. This includes ensuring Research Service operations are reviewed and assessed regularly as part of the operational planning processes.

To undertake such roles and management functions as may be reasonably required by the – Director of Research and Enterprise, including participation in meetings and working groups within the University to which appointed or elected.

To undertake, subject to the agreement of the Director, Research and Enterprise, external activities which reflect well upon and enhance the reputation of the University.

**Other Duties**

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

**Internal and external relationships**

The following list is not exhaustive but the post holder will be required to liaise with: academic colleagues, professional services, Senior Vice Principals, research leaders, funders and sponsors of research, external collaborators.