JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Research Information and Systems Manager</th>
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<tr>
<td>Department / Unit:</td>
<td>Research and Innovation</td>
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<tr>
<td>Grade:</td>
<td>RHUL 8</td>
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<tr>
<td>Accountable to:</td>
<td>Head of Research Services</td>
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<tr>
<td>Accountable for:</td>
<td>n/a</td>
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Purpose of the Post

This post is sits within Research Services team and is part of Research & Innovation. The post holder has responsibility for the strategic development and operational management of research information and management systems for the College including Pure (CRIS), the forthcoming Research Management System (RMS), the Ethics system; Research Professional and REF-related systems working with and coordinating the work of relevant colleagues in Professional Services e.g. IT, Library Services, HR and Finance. The post holder is also responsible for the provision of expert guidance during the scoping, procurement and implementation of new research systems and for the provision of management information to the College Executive, Heads of School and Directors of Research via the extraction of data and the delivery of reports from the systems.

The post holder will have an interest in and a strong understanding of data and the importance of data quality, as well as of the systems themselves. They will have an eye for detail, good communication skills and the ability to develop effective working relationships with colleagues at all levels across the institution.

Key Tasks

1) Service Delivery and System maintenance
   a) Working closely with stakeholders, both external (e.g. system suppliers) and internal (College Executive, Senior Management, academic staff and Professional Services colleagues e.g. IT, Library Services, HR and Finance) to monitor, analyse and provide expert advice on future options regarding system / service upgrades, to ensure we meet the current and anticipated future needs to help deliver the College’s strategic objectives
   b) To proactively develop and maintain external and internal networks to enable the Royal Holloway to keep up to date with developments in the sector and to ensure we can maintain the best possible service and support and anticipate future needs and opportunities.
   c) To be responsible for and manage the day-to-day operation of Pure, the RMS, the Ethics system and other research systems, including co-ordinating change requests, resolving system performance issues and ensuring and managing an appropriate upgrade cycle, working closely with academic staff and professional services,
including IT, Library Services, HR and Finance to ensure the effective running, maintenance and updating of the service.

d) To act as the first line of support for users of research-related systems, handling queries as they arise and delegating where appropriate

2) Data Quality
   a) To be responsible for the monitoring and managing the consistency and quality of data within the systems
   b) To take the initiative on developing processes to maintain and improve data quality, both through supporting more accurate data input and via sustainable processes and technology improvements, liaising with colleagues in Research Services, IT and Library as necessary

3) REF Support (and other external assessment exercises)
   a) To play a key role in the management of the REF working closely with the REF team and the Library to provide expert support for the College including ensuring system readiness, running relevant reports from the relevant systems, uploading data and monitoring the accuracy and completeness of the submission
   b) To similarly support other external assessment exercises as required

4) Reporting
   a) To support Senior Management by leading on and managing the development and provision of regular, accurate and timely reports from the systems

5) Training and User Support
   a) To work proactively to devise and deliver effective training, guidance and support materials for academic and professional services staff
   b) To provide one-to-one and group training and support, working together as appropriate with external providers and colleagues in R&I and the Library.

6) Project Work
   a) Working with the Head of Research Services, and other stakeholders, to provide expert advice and assistance on the scoping, planning, implementation and testing of new research systems and services
   b) To provide management and/or support for other projects as required

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:

- The College Executive Team
- Senior Management Team
- Directors of Research
- Research Committees
- Professional services colleagues: Library, IT, HR, Finance, Schools, Strategic Planning
- External system providers e.g. Elsevier
- External system User Group members
- ARMA