



## JOB DESCRIPTION

<b>Job Title:</b>	CoStar National R&D Lab/Enterprise & Commercialisation Co-Ordinator
<b>Department / Unit:</b>	StoryFutures
<b>Job type</b>	Full-Time, Permanent, Professional Services
<b>Grade:</b>	Grade 5
<b>Accountable to:</b>	Head of E&C and CoSTAR Head of Delivery
<b>Accountable for:</b>	N/A
<b>Purpose of the Post</b>	
<p>This operational and administrative role sits within the CoSTAR National Research and Development Lab, Enterprise &amp; Commercialisation (E&amp;C) Team. The post has significant organisational responsibility, working with senior leadership posts and E&amp;C team members and the Head of Programme Delivery to implement systems and processes to deliver a complex and fast-paced, £3.5 million creative tech R&amp;D programme on schedule and on budget.</p> <p>The post holder will have a key focus on supporting logistics for programme development and delivery and be expected to act as the central liaison point in complex multi stakeholder relationships between applicants, external delivery teams and the E&amp;C Team, as well as between internal and external stakeholders.</p> <p>The post holder must have excellent communication skills, attention to detail, a high level of experience and a proactive organisational approach within a dynamic team environment.</p>	
<b>Key Tasks</b>	

## **E&C TEAM ADMINISTRATIVE SUPPORT**

First point of contact for internal and general enquiries for the E&C Team.

Further support to be provided, as directed, around the administration of materials, the participants' enrolment & registration processes on E&C programmes.

Booking of team travel and accommodation for events and conferences.

Assist CoStar leadership team, to ensure that the Customer Relationship Management system is collecting necessary data for reporting purposes and is compatible with the CoSTAR teams' workflows and activities.

## **E&C Programme Support**

Provide administrative support for E&C activities, E&C contracting and support for programme delivery. This involves supporting the E&C team in coordinating and delivering workshops and networking events online and in person and the associated logistics. Further support to be provided as directed around the administration of materials, participant enrolment & registration processes.

Coordination of application assessment and selection process for programme applicants.

Coordination of external contractors, mentors, industry experts, invoices and payment.

Support for programme activity that requires use of CoSTAR infrastructure, R&D and production facilities.

Management of room bookings, catering requirements, parking permits, logistics and accommodation, on and off campus, as requested by E&C team.

Contact for booking of E&C team travel and accommodation for events and conferences.

Collate and distribute participant feedback to CoSTAR senior team, as requested.

Support with E&C Programme financial reporting.

### **SCHEDULING AND SUPPORT FOR MEETINGS & EVENTS**

Schedule E&C Working Group meetings and other meetings as required, ensuring that meetings have adequate support and resourcing ahead of schedule, record action points, reviewing such points one month ahead of next meeting and against a record of due date.

Acting as secretariat for E&C stakeholder meetings/governance meetings.

Support event organisation, logistics and delivery for E&C programme activity in locations in national and regional venues, including liaising with national co-delivery partners.

Provide support to CoSTAR communications activities as requested, including contributing to communications work at events.

Providing administrative support for general CoSTAR activities, to include but not limited to recruitment, marketing and communications, workshops and networking events.

Co-ordination of Head of E&C diary.

### **PURCHASING & MAINTAINENCE OF FINANCIAL REPORTING RECORDS**

Purchase supplies and goods raising appropriate Purchase Orders as requested by CoSTAR team and approved by budget holders, and record in line with financial protocols;

Set up suppliers on RHUL system as requested by Head of E&C or Director of Operations.

Maintain logs and reporting mechanisms in line with evolving financial protocols as determined by Head of E&C and Head of Delivery.

Ensure that all purchase procedures and credit card management conform to RHUL's processes as directed by Head of Delivery.

### **PARTICIPANTS' RECORDS**

Collate, duplicate and assemble information packs as directed for workshops, funding calls and undertake administration tasks to support the provision and distribution of such packs;

Take responsibility for securing post-event feedback and course-related surveys connected to E&C programme activity and events, ensuring that such data is collected at times to be determined by the project team,

Update and maintain participant and alumni records from E&C programmes, chasing any survey or feedback data that is incomplete and ensuring that records are regularly updated by undertaking all follow-up or on-going data collection processes determined by the M&E Lead.

Using our Customer Relationship Management tool, ensure that data about our interactions with companies is being captured in such a way as to assist the efficient tracking of Key Performance Indicators (KPIs) and assist with data management for reporting purposes as directed by the Head of E&C and Head of Delivery.

### **Other Duties**

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the University. The postholder will be expected to undertake other duties as appropriate.

The post holder may be required to work at any of the locations at which the business of CoSTAR National Lab is conducted.

### **Internal and external relationships**

The following list is not exhaustive, but the post holder will be required to liaise with:

- Internal Communications team
- RHUL, NFTS, Surrey University and Abertay University teams
- IT team
- Academic staff
- Other Professional Services staff
- External digital services providers
- Conference providers and caterers
- External partners

### **Special Conditions**

The role will include some requirement to work weekends and evenings, by arrangement.

## PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

**Job Title:** E&C Co-Ordinator

**Department:** StoryFutures

	Essential	Desirable	Tested by Application Form/Interview/Test
<b>Knowledge, Education, Qualifications and Training</b>			
Relevant administrative qualification or training record		D	Application Form
Educated to A Level, with minimum ABB, or equivalent administrative experience	E		Application Form
<b>Skills and Abilities</b>			
Excellent written and oral communication skills	E		Interview
High standard of numeracy skills, including ability to manipulate spreadsheet data	E		Interview
High standard in IT skills, including ability to present information clearly in word processing and spreadsheets and familiarity with digital collaboration and organisation tools	E		Interview
Substantial experience of office working	E		Application Form / Interview
Excellent attention to detail	E		Application Form
Ability to organise and prioritise own workload	E		Interview
Ability to work to tight deadlines and manage multiple demands	E		Interview

Ability to manage complex multi stakeholder relationships	E		Interview
Good communication and interpersonal skills	E		Interview
A high level of administrative experience and a proactive organisational approach	E		Interview
<b>Experience</b>			
Significant Experience of working in Higher Education or creative industries.	E		Application Form/ Interview
Experience in company facing administrative roles		D	Interview
<b>Other requirements</b>			
Ability to work effectively in a team and independently	E		Interview
Ability to work with change and remain effective	E		Interview
Ability to take responsibility for own actions	E		Interview
Ability to work and keep calm under pressure	E		Interview
Willing and able to develop new and improve current skills, especially adeptness at learning new technologies	E		Interview
Ability to work outside of normal hours at busy times	E		Interview
Clean UK Drivers Licence for work across partner organisations		D	Application Form