



JOB DESCRIPTION

Job Title:	CoStar National R&D Lab/Pilots and Prototypes Programme (PPP) Co-Ordinator
Department / Unit:	StoryFutures
Job type	Full-Time
Grade:	RHUL 5
Accountable to:	PPP Producer, Head of PPP and Head of Programme Delivery
Accountable for:	None
Purpose of the Post	
<p>This operational and administrative role sits within the CoSTAR National Research and Development Lab's Piloting and Prototyping Team. This team works with a wide variety of creative businesses across the UK and with research partners who specialise in; live performance, gaming and film and TV to help deliver continued growth for the UK's creative industries. The post has significant organisational responsibility, working with Senior PPP team members and the Head of Programme Delivery to deliver a complex and fast-paced, £3.6 million programme on schedule and on budget.</p> <p>The post holder will have a key focus on managing logistics, communications and stakeholder relationships around programme delivery within a highly nuanced network of research partners across multiple institutions. The post holder will be expected to act as the key liaison point between applicants, assessors, research partners, lab directors and the PPP Team, as well as between internal and external stakeholders.</p> <p>The post holder must have excellent communication skills, attention to detail and the ability to liaise with diverse stakeholders, including those from Higher Education and the Creative Industries.</p>	

Key Tasks

PPP TEAM ADMINISTRATIVE SUPPORT

First point of contact for internal and general enquiries for the PPP Team.

Assist Head of Programme Delivery and the PPP team, by managing the Customer Relationship Management system for this workstream, ensuring necessary data is collected in an effective way for reporting purposes and is compatible with the CoSTAR team's workflows and activities.

Contact for the booking of team travel and accommodation for events and conferences.

PPP PROGRAMME SUPPORT

Provide a high-level of administrative support for PPP, managing the coordination and delivery of funded calls to industry, this work includes but is not limited to:

Manage the scheduling of PPP working group and Governance meetings of various Lab Directors and senior leaders; confirming attendees, distributing agendas and taking notes of action points arising.

Support with contracting external suppliers, assessors and companies engaged on PPP projects, as directed by Head of Programme Delivery and PPP senior team.

Facilitation of the application process for PPP applicants.

Coordination of external suppliers, assessors, and coordinating the payment of invoices,

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

Assist PPP team and the Head of Delivery, to ensure the collection of necessary data for reporting purposes and that it is compatible with the CoSTAR teams' workflows and activities.

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

SCHEDULING AND SUPPORT FOR MEETINGS & EVENTS

Schedule Internal Routines and Working Groups and external multi-stakeholder Governance meetings and other meetings as required, ensuring that meetings have adequate support and resourcing ahead of schedule, record and circulate action points reviewing such points one month ahead of the next meeting and against a record of due dates.

Support event organisation and delivery, sourcing suitable venues for different events, especially regarding liaising with national research partners and Lab Directors in Abertay, York and Belfast.

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 marketing and communications, workshops and networking events.

Support with coordinating the CoSTAR senior leadership team's diaries, scheduling meetings as required, ensuring that meetings have adequate support and resourcing ahead of schedule; recording minutes and action points.

PURCHASING & MAINTAINENCE OF FINANCIAL REPORTING RECORDS

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

Set up suppliers on RHUL system as requested by PPP Snr Producer or Head of Programme Delivery.

Maintain logs and reporting mechanisms in line with evolving financial protocols including credit card and taxi logs.

Ensure that all purchase procedures conform to RHUL's processes as directed by the Head of Programme Delivery.

PARTICIPANTS' RECORDS

Update and maintain participant and alumni records from PPP 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 Head of Programme Delivery.

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

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 Senior Producer, PPP.

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.

The post holder may be required to work at any of the locations at which the business of StoryFutures 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
Knowledge, Education, Qualifications and Training			
Relevant administrative qualification or training record		D	Application Form
Educated to A Level, with minimum ABB, or equivalent administrative experience	E		Application Form
Skills and Abilities			
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
Good communication and interpersonal skills	E		Interview
Experience			
Significant Experience of working in Higher Education or creative industries.	E		Application Form/ Interview
Other requirements			
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