



Job Description

Job Title:	Landscape South Training and Communications Officer
Department:	Doctoral School
Job type:	Part-Time, Fixed-Term, Professional Services
Grade:	RHUL 7
Accountable to:	Landscape South Manager
Accountable for:	N/a
Purpose of the Post	
The Doctoral School at Royal Holloway provides a single professional service to support the research students' journey from application through to award and to facilitate the creation of a cohesive research student community. Landscape South is an AHRC-funded Landscape Awards Hub which provides training and support for doctoral researchers in the arts and humanities. Landscape South is led by Royal Holloway and is a collaboration between RHUL, Reading, Sussex, Exeter, Bristol, Oxford, Oxford Brookes, Southampton, Brighton, the OU and Kent. The Landscape South Training Co-ordinator will take the lead on all core processes associated with Landscape South training, which is a strategically crucial part of Landscape South's work.	
Key Tasks	
Support the design and delivery of Landscape South training and development activities, working with members of the Landscape South team, including the Director and Manager. The core responsibilities may include: • Operational responsibility for developing and co-ordinating the annual programme of Landscape South training events, workshops and conferences. • Operational responsibility for managing and monitoring the Landscape South training budget, including liaison with Research Finance and reporting to the appropriate Landscape South committees. • Operational responsibility for the maintenance of all Landscape South PGR training records ensuring that all records are kept accurately and there is appropriate accessibility. • Contributing to discussions about Landscape South strategic planning and reviews of training provision. • Developing and sustaining professional relationships with external training providers, and managing the hiring of external training providers, liaising with Procurement and HR to ensure that the relevant processes are followed. • Ensuring that there is an appropriate level of reporting on training delivered by external training providers.	

- Managing the administration of purchasing and transactional activities, such as requisitions and purchase orders, coding supplier invoices, journals and monitoring/approving workflow tasks.
- Providing statistical analyses on the outcome of training delivered to the relevant Landscape South committees.
- Working with the Landscape South team (including HEIs' representatives where appropriate) to support and evaluate Landscape South training applications received from PGRs and Landscape South academics, for example to the challenge and community funds.
- Engaging with the Landscape South EDI Lead to ensure that inclusive, accessible practice is embedded in all training and communications.
- Delivering excellent customer service to researchers and all other Landscape South stakeholders, including benchmarking Landscape South training provision against that provided by other Hubs.

Communication and other responsibilities:

- Operational responsibility for developing and maintaining the Landscape South alumni community.
- Overseeing the marketing of Landscape South through various channels including the Landscape South website, social media and conferences.
- Assisting with the development and maintenance of the Landscape South website.
- Participating in the advertising and administration of PGR placements, and associated PGR support.
- Developing effective networks and working relationships with colleagues and Landscape South stakeholders, sharing good practice and increasing knowledge and understanding across different Landscape South administrative areas.
- Participating in online Landscape South networking training events in order to build relationships with staff working in the same functions in other Hubs, and to ensure that you and your team stay up to date with the latest information, training and best practice.

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 post holder will be expected to undertake other duties as appropriate and as requested by their manager.

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

Our Values

Advancing equity and inclusion is central to our identity as a University of Social Purpose, guided by our values of being Respectful, Innovative, Open, and Daring. We strive to build a fair and inclusive environment for all colleagues and students, where we challenge ourselves and others with integrity, and approach difference with understanding and kindness. Every member of our community is expected to treat others with dignity, work collaboratively across a wide range of backgrounds and perspectives, and contribute to a place where everyone can participate fully and feel valued.

Person Specification

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

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Department: Doctoral School

Criteria	Essential	Desirable
Knowledge, Education, Qualifications and Training		
Educated to degree level or equivalent relevant experience	X	
Understanding of the HE student life cycle	X	
Skills and Abilities		
Excellent oral and written communication skills including ability to write documents and reports	X	
Proven ability to work as part of team and support colleagues, as well as a readiness to work on own initiative and act pro-actively	X	
Good IT skills and proven ability to learn new systems and programmes	X	
Excellent organisational skills and ability to work under pressure, prioritise conflicting demands and meet strict deadlines, whilst maintaining a high level of attention to detail and accuracy	X	
Proven ability to use creative problem-solving techniques, identify and implement administrative improvements, and innovate and develop processes and policies to improve efficiency and customer satisfaction	X	
A professional approach and manner	X	
Flexibility and proven ability to respond effectively to changing requirements.	X	
Ability to use reporting tools, manipulate data and analyse large data sets to identify trends	X	
Experience		
Excellent customer service skills and experience of responding to enquiries and requests from a range of service users	X	
Experience of communicating stakeholders at various levels within an organisation	X	
Experience of events organisation and management, and attending and servicing Committees	X	
Experience of producing analytical reports		X
		X

Experience of creating and updating communication materials, including webpages		X
Other Requirements		
Committed to personal development	X	
Occasional weekend or late evening working and travel to events and other external activities	X	