

### JOB DESCRIPTION AND PERSON SPECIFICATION

**Job Title:** Research Office Administrator  
Full Time

**Salary:** £28,839 – £35,205 per annum

**Grade:** Grade 3

**Location:** Elephant and Castle

**Accountable to:** Associate Dean of Research and Director  
of LCC Graduate School

**College/Service:** London College of Communication

#### Purpose of Role:

To provide administrative support for the LCC Research Office, with specific support for the Associate Dean of Research and Director of the LCC Graduate School. The post holder will work closely with the Research Office Coordinator to support research office processes and procedures.

#### Duties and Responsibilities

1. To undertake a range of administrative tasks to ensure the smooth running of LCC Research Office which will include but is not limited to general office duties, minute taking, reprographics, implementing and/or maintaining systems and processes, maintaining management information and stationery.
2. To support the maintenance of local files, records and other day-to-day matters of administration relating to visiting professors, research coordinators, research active staff and research students.
3. To respond to enquiries and monitor the LCC Research inbox ensuring accurate and prompt responses to all enquiries.
4. To support and assist in the organization of a range of research-related events and activities and deal with general enquiries relating to these events and to be available to, on occasion work events that may fall outside of your working hours.
5. To provide diary management, meeting scheduling and assistance to the Associate Dean of Research and Director of the Graduate School.
6. To identify and develop content celebrating the College's research achievements for LCC Research's social media channels and assist with the production and circulation of online and print communications and publicity.
7. To be skilled in the use of Word, Excel and other application software in order to co-ordinate and monitor production of reports, planning documents, data and correspondence in relation to research activities.
8. To create, input and maintain information systems as appropriate and assist with the preparation of management information, including the production of reports and contributing to advising on any necessary action and improvements.
9. Support research staff in making travel bookings and other arrangements for research visits supported by the Research Office.
10. To support the work of the LCC Graduate School including clerking the Graduate School Steering Group and administration of the Graduate Student Fund.
11. To work with other LCC departments and RMA, providing the highest possible level of service and standards.
12. To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University

13. To undertake health and safety duties and responsibilities appropriate to the role
14. To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work
15. To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities
16. To make full use of all information and communication technologies to meet the requirements of the role and to promote organisational effectiveness
17. To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations

Key Working Relationships: Managers and other staff, and external partners, suppliers etc; with whom regular contact is required.

- Associate Dean of Research and Director of the Graduate School; Research Office Coordinator, RMA; Head of the Graduate School; School Research Coordinators; Staff on the Research Excellence Pathway

Specific Management Responsibilities

Budgets: None

Staff: None

Other (e.g. accommodation; equipment):



Signed \_\_\_\_\_ Date of last review 03/09/2018 (Recruiting Manager)

**Job Title:**

**Grade: 3**

**Person Specification**

Specialist Knowledge/ Qualifications	Qualified to degree level or equivalent
Relevant Experience	Has relevant HE experience in administration including meeting and event administration, is able to work independently without direct supervision. Experience of supporting the needs of multiple stakeholders.
Communication Skills	Communicates effectively orally, in writing and/or using visual media
Leadership and Management	Supervises and motivates individuals or a team effectively, setting clear objectives to manage performance
Planning and Managing Resources	Plans, prioritises and organises work to achieve objectives on time
Teamwork	Works collaboratively in a team and where appropriate across or with different professional groups
Student Experience or Customer Service	Provides a positive and responsive student or customer service
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve problems

The application form sets out a number of competence questions related to some of the following selection criteria. Shortlisting will be based on your responses to these questions. Please make sure you provide evidence to demonstrate clearly how you meet these criteria.

**Last updated: July 2018**