

JOB DESCRIPTION

Job Title	Assistant Director, Research Support		
Reports to	Associate Director, Research Support and PhD Programme		
Department	RFO		
Job Family	Business Services	Level	4

About the School

At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school.

With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses.

With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.

About the Department

The Research and Faculty Office plays a key role at the School in helping to deliver excellence in both teaching and research.

The department provides a comprehensive suite of services for faculty:

(a) Faculty HR Support

Professional and pro-active human resources service for faculty spanning areas of recruitment, professional development, leave, teaching points system, Committee & Board management and reviews.

(b) Research Support

Bespoke support of research activities including management of internal research funding, supporting faculty through application and management of external funds and management of the research lab services. The team is responsible for managing research ethics applications and, through the research committee, oversight of the research institutes and centres.

(c) PhD Programme

The School runs a PhD Programme across all subject areas whose mission is to educate excellent researchers who will be sought after by leading business schools, universities and research institutions around the world.

(d) Subject Areas

The subject areas are a group of seven administrative teams providing support to faculty in two key areas: teaching delivery and research events.

Job Purpose

Reporting to the Associate Director for Research Support and the PhD Programme, the Assistant Director will be responsible for the delivery of an excellent research support service for faculty. This includes:

- line management of the Research Support Team
- oversight of the management of internal research funds,
- supporting faculty with the application and management of external research funds,
- management of the research lab services and research ethics applications,
- compliance with all legal requirements including GDPR, NDAs and research ethics
- managing the relevant research committees
- managing the School's REF submission and the annual review of research performance

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Strategy and Planning

- Contribute to the development of strategy for the research support team, ensuring that plans are aligned to wider departmental strategy and overall School goals.
- Contribute to the development of broader operational plans, manage operational plans in the research support team and enable successful implementation by prioritising and aligning planned activities.
- Contribute to the development of Key Performance Indicators to support the assessment of the quality and efficiency of service delivery.

Partnering and Service Delivery

- Actively engage with faculty across the School to understand their research needs and provide them with professional or technical advice, sharing expertise and information to support effective decision-making.
- Use specialist knowledge and information to diagnose and resolve technical issues within agreed parameters, escalating the most complex where appropriate.
- Manage the delivery of activities within the research support team in line with relevant policies and procedures, to ensure performance meets set targets/key performance indicators to support the School in the delivery of a first-class service.

Analysis and Reporting

- Process complex data and apply technical knowledge when conducting root cause analysis to identify solutions to complex issues/unique requests from students, colleagues or stakeholders from across the School.
- Extract data from multiple sources, check its integrity and produce reports for use by management.
- Liaise across the team to prepare complex reports to inform review, planning and decision-making.

Compliance

- Provide advice to colleagues and stakeholders on the interpretation of policies and procedures for an area of specialism (i.e. GDPR, NDAs and research ethics), and support monitoring, to ensure compliance across the School.

Collaboration

- Partner, and build strong relationships with relevant areas to ensure good understanding of their business goals and that advice/service delivered meets and exceeds their needs.
- Develop and enhance relationships with stakeholders across the School to facilitate improved communication, support implementation of change programmes, and to monitor the level of satisfaction with service delivery.
- Represent the team to colleagues, stakeholders and cross-School groups, enabling cross-department working, spotting and initiating opportunities to collaborate for best business solutions.

Project Management

- Lead on the delivery of a portfolio of projects in own area of specialism, or act as an expert resource to or manage a work stream in a large/complex project, managing external suppliers/ contractors to ensure successful delivery within budget and to quality standards and targets.

Financial Management

- May oversee the co-ordination of financial planning and reporting, providing guidance as required to support colleagues to fulfil financial management responsibilities.
- May carry responsibility for a specific budget, fulfilling financial management requirements and ensuring the effective use of financial resources within budget.

Process Improvement

- Research best practice in own area of expertise, and review and analyse detailed business models to support senior management in developing and improving policies, processes and systems relevant to a specialist area.

People Management

- Manage the staff of the research support team, including those in the Research Lab.
- Ensure you have a highly engaged and productive team, who you keep well-informed about relevant developments both within and outside the School.
- Provide team members with regular feedback on their performance through the regular focus sessions and other regular feedback at team meetings and one-on-one meetings as appropriate.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, and consider the impact of change on all processes, systems and people to ensure appropriate steps are taken for successful implementation.

- Consult with and advise the business on change programmes and initiatives, influencing stakeholders so they become advocates for the change and support its successful implementation.

KPIs:

- Delivery of high-quality service in area of specialism.
- Development of solutions and improvements to complex issues within own area of specialism.
- Production of high-quality reports, with complex analysis to support management decision-making.
- Contribution to cross-School compliance with regulations and legislation.
- Projects delivered on time, on budget and to quality standards.
- Strong cross-team working relationships with key stakeholders.
- Positive feedback from stakeholders.
- Contribution to the development of policies, processes and systems.

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.
- Professional qualification or equivalent experience.
- Excellent communication skills with the ability to engage a variety of audiences.
- Excellent customer service attitude and skills
- An ability to empathise with faculty and their research goals and aspirations
- Significant experience of the HE social science research environment, and in particular pre-award research grant administration and management
- Experience with externally funded grant application systems, e.g. JeS
- Sound working knowledge of policies, regulations and legislation in area of specialism.
- Excellent analytical and problem solving skills.
- Ability to manage multiple internal and external stakeholders.
- Ability to prioritise and focus on material issues.
- Experience of leading projects.

Resources including team management

- Management of the research support team including the staff of the Research Lab
- Oversight of internal research funds for faculty and the Research Lab

Staff	3
Budgets	Research Fund and Research Lab
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