

JOB DESCRIPTION

Job Title	Research Support Manager		
Reports to	Assistant Director, Research Support		
Department	Research and Faculty Office		
Job Family	Business Services	Level	3

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, and PhD programmes for future academic researchers and faculty, 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 is responsible for providing support for faculty as follows:

(a) Faculty Support

- Support for Subject Areas through the management and guidance of subject area managers
- The HR function for faculty, including administration of the teaching point system
- Managing the operation of Faculty Board

(b) Research support

- Support for the research activities of faculty, providing an interface with external research grant-funding bodies and assisting faculty in obtaining funds from them
- Managing the School's Behavioural Lab
- Managing the operation of Research Committee, Research Resources Allocation Sub-Committee, and Research Ethics Committee.

(c) Managing the PhD Programme

Job Purpose

The post-holder is a member of the research support team. In that capacity s/he is expected to help provide a supportive and professional research environment to faculty within the School. This includes sharing information with faculty about the School's internal schemes for supporting faculty research and advising them about the external funding opportunities available; and working with them to help them obtain the research funds they need. The post-holder will play a key role in working with the Director (RFO) and Deputy Dean (Faculty) in the review of the processes and procedures of the School's research funding schemes, with a particular focus on the Internal Research Fund and the Outreach (KE) Fund.

The post-holder is also responsible for helping maintain the School's research support infrastructure through the maintenance of the website; working with the Library responsible for the curation and day to day maintenance of the School's Institutional Repository; and significantly contributing to embedding research management systems to support the School's research activities. The individual would also be expected to provide research data for a variety of purposes, e.g. accreditation requests, research rankings, analysing the impact of our research on the world, and the research excellence framework and its successors.

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Delivery and Support

- Proactive development of close relationships with faculty across the subject areas
- Ensure that professional and accurate advice and support is given to faculty who are seeking external funds to support their research
- Appropriate funding opportunities are identified and actively disseminated to faculty by providing relevant information aligned to individual faculty research interests
- Provision of expertise on grant funding opportunities, keep abreast of relevant UK and internal funding opportunities
- Development of high quality grant proposals by providing faculty with support in application development and content in line with funding body rules
- Working with the Assistant Director, Research Support to keep the overall needs of faculty under review
- Provision of advice to Faculty and Subject Areas as part of a research support service and in the context of the wider HE research landscape.

Analysis and Reporting

- Report on, and analyse data relating to the impact, reach and significance of our research

- Actively support the School's preparations for, and submission to, REF assessments
- Independently collate, cleanse and analyse data in a timely manner, and make recommendations based on analysis to support the department's decision-making process for the periodic research excellence framework, and internal reviews of faculty research performance
- Liaise across the team and with other departments to prepare reports to inform internal benchmarking, planning and decision-making
- Support periodic external audits and accreditations.

Compliance

- Actively support the Assistant Director, Research Support, to develop and drive forward processes to ensure compliance in the following areas: research data management, research integrity and ethics, research due diligence, and open access
- Lead on research data management compliance, including the coordination and processing of Data Protection Impact Assessments involving research data, in collaboration with other School services. E.g. Dean's Office and Data Security teams
- Undertake investigation and inspections of data, processes and working practices in accordance with external funding body guidelines and policies to ensure adherence to requirements
- Provision of support to Library and the Assistant Director, Research Support, in ensuring that the School's faculty are aware of the Research England, UKRI, EU and other funding body requirements in respect of Open Access and any obligations to appropriate research data management.

Collaboration

- Collaborate closely and build positive relationships with the wider RFO team and other departments across the School to enable cross department working, to raise the team's profile, and to drive the delivery of successful outcomes of projects and initiatives.

Research Infrastructure and Project Management

- Actively contribution to the development of appropriate research management systems and involvement in future project planning
- Regular liaison with the Library and IT teams involved in the provision of systems that support research activities across the School
- Keep the School's Hub pages up to date
- Contribute to ad hoc department and team projects, as required

Financial Management (internal research funds)

- Monitor, review, and manage the allocation of funds from the School's research fund and liaise with the Finance teams as required
- Provision of up to date information to support decision making
- PO approval, and day to day monitoring of accounts as required.

Process Improvement

- Monitor processes, systems and practices within the research support team and wider department. Plan and carry out regular reviews to identify opportunities for improvement in light of changing needs, feedback and/or current best practice thinking.

Change Management

- Champion change by role modelling the behaviour expected from all colleagues, and follow through on new activities or actions brought about change to help support its successful implementation.

KPIs:

- Delivery of high-quality research support service.
- Development of processes to ensure compliance with sector requirements related to open access, research data management, and research integrity.
- Compliance with internal processes, funder regulations, and broader HE research landscape.
- Production of high quality reports to identify trends and issues.
- Projects deliver on time, on budget and to high quality standards and targets.
- Successful development of relationships within and outside the team, and positive feedback from colleagues.
- Improvements to processes and procedures in the research support service.
- Up to date and accurate financial information for internal funds.

Knowledge/Qualifications/Skills/Experience required

- Bachelor's degree or equivalent experience.

Experience

- Experience in a comparable role, for example, first point of contact for external grant funding within a University Department
- Experience with external funder grant applications systems
- An ability to work closely with faculty to identify their research ambitions and how to support them.
- An ability to persuade and influence in order to foster and maintain positive working relationships with faculty.
- An ability to adapt and change to accommodate the differing research goals and day to day working needs of faculty.
- Previous experience of the research excellence framework (Desirable).
- An ability to present numerical data and faculty publication output data in a variety of use-friendly reporting formats to support operational and strategic decision making.
- Budget management experience (Desirable).

Knowledge

- Knowledge and understanding of the HE research funding environment in particular pre-award research grant administration management e.g. external funding body administrative procedure and process for application submissions and proposal development.
- A good working knowledge of the current requirements in relation to compliance to open access and research integrity.
- Knowledge and understanding of the broader HE research landscape, e.g research excellence framework and associated policy, research governance, and wider government strategies (Desirable).

Skills

- Excellent analytical skills and the ability to extract, manipulate, analyse, report on, and interpret complex data from different systems.
- Excellent project management, and time management skills.
- Excellent communication skills to initiate conversations with faculty and other teams within the School.
- Meticulous attention to detail.

Staff	None
Budgets	None
Date Updated	May 2026