

JOB DESCRIPTION

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

About the School

At London Business School we have a profound impact on the way the world does business. 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 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 the administration of the teaching point system
- Managing the operation of the following Committees: Management Board and Faculty Board.



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(b) Research Support

- Support for the research activities of faculty, including providing an interface with external research grant-funding bodies and assisting faculty in obtaining funds from them
- Managing the School's Behavioural Research Lab
- Managing the operation of the following Committees: Research Centre Review 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 internal research funding schemes, with a particular focus on the Research Materials and Development Fund (RAMD) and Research Seminar 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 Eprints Repository; and significantly contributing to embedding our 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

The post-holder has a supervisory dotted line to the PhD Programme and Research Administrator in the department. This role provides a 50/50 resource delivery to the PhD Programme and Research Support Team

Key Areas of accountability and Key Performance Indicators (KPIs)

Key areas of accountability:

Delivery and Support (Faculty)

- Proactive development of close relationships with faculty in a group of subject areas (Accounting/Finance/Economics).
- 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 taking into consideration individual faculty research interests.



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- Development of high quality grant proposals by providing faculty with support in application development and the required content of proposals in line with funding body rules and regulation.
- Act as facilitator in driving the business of the research support team.
- Working with the Assistant Director, Research Support, to keep the overall needs of faculty and grant funding opportunities under review.
- Provision of training to Faculty and Subject Areas to upskill, educate, and connect with colleagues on the research support service and wider HE research landscape.

Delivery and Support (External Grant Funding Bodies)

- Be seen as the resident expert on grant funding opportunities offered by external research grant awarding bodies (UKRI and other government departments/ tenders, EU funding (including ERC)).
- Information on grant funding is kept up-to-date and shared with the other members of the research support team on a regular basis, making use as applicable of the in-house shared spread sheet and team meetings so that all members are able to advise faculty about these opportunities.
- Work closely with the Research Support Officer to update and circulate the Research Funding Newsletter to Faculty, and generate ideas for innovation in the design and content.

Analysis and Reporting

- 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 the annual internal review of faculty research performance.
- Liaise across the team and other departments to prepare reports to inform internal benchmarking, planning and decision-making.
- Report on, and analyse data relating to the impact, reach and, significance of our research.
- Support preparations for the submission to future REF assessments.

Compliance

- Actively support the Assistant Director, Research Support, to develop and drive forward processes to ensure compliance with GDPR requirements, research integrity and ethics, open access and research data management requirements.
- Provision of support to the 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 to Open Access of research, and any obligations to appropriate research data management.



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- Undertake investigations and inspections of data, processes and working practices in accordance with external funding body guidelines and policies to ensure and support adherence to contract terms and conditions of agreement, recommending appropriate action as required.

Collaboration

- Collaborate closely and build positive relationships with the Research Support Officer in the RFO, the research support team, wider RFO team, and other departments across the School to enable cross department working, to raise the team's profile, drive the delivery of successful outcomes of the day to day service provision and wider strategic collaborative projects and initiatives e.g. Accounts, IT Delivery Assurance team, Library, Marketing and Communications
- Provide day to day supervision of the work of the PhD and Research Administrator – specifically providing guidance and advice with the management of the Research Materials and Development Fund, the monthly research-round-up, the maintenance of the portal and website, the annual TRAC return, and provide input into the 'Focus' sessions.

Research Infrastructure and Project Management

- Significant contributions to embedding our research management systems and active involvement in future project phases to facilitate delivery against project time, cost and quality standards, and targets.
- Regular liaison with the Library and IT teams involved in the provision of systems that support research activities across the School.
- Ensure the research sections of the website are up-to-date and relevant to support a first-class research infrastructure.
- Contributions to ad hoc department, and team projects, as required.

Financial Management (Research and Materials Development Fund and Research Seminar Fund)

- Actively monitor, review, and manage the allocation of funds from the School's research and materials development fund/research seminar fund, and work collaboratively with Accounts over the allocation of funds.
- Provision of up-to-date information to support decision making.
- PO approval, and day to day monitoring of accounts as required.

Process Improvement



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- 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; follow through on improvements once agreed.

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 a high-quality research support service.
- Development of processes to ensure compliance with sector requirements related to GDPR, open access, research data management and research integrity.
- Compliance with funder regulations, and broader HE research landscape (Research England, UKR, EU and other funding bodies supporting faculty research).
- Production of high-quality reports, with the identification of trends and issues.
- Projects delivered on time, on budget and to 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 the Research and Materials Development Fund and the Research Seminar Fund.

Knowledge/Qualifications/Skills/Experience required

Qualifications

- Bachelor's degree or equivalent experience.
- This may be supported by a specialist qualification.
- May be working towards relevant professional qualification.

Experience

- Significant 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 e.g. JeS/PPSS/e-Gap
- 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.
- A willingness to collaborate with others and an ability to work effectively with other members of the research support team, and contribute to the consultative approach of the team environment.



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- 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 user-friendly reporting formats to support operational and strategic decision making.
- An ability to understand the School's internal financial arrangements in support of faculty research.
- Budget management experience.
- Positive experience of working within a customer-services orientated environment.

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; proposal development.
- A good working knowledge of the current requirements in relation to compliance with open access, GDPR 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.

Skills

- Excellent communication skills with the confidence to initiate conversations with faculty and other teams within the School.
- 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.
- A meticulous attention to detail.

Resources including team management

N/A

Staff	None
Budgets	None
Date Updated	April 2022

