

RKES Administrator – Research and Knowledge Exchange Service – Grade E

Job Description

Purpose

Based within the Research and Knowledge Exchange Service (RKES) provide comprehensive and proactive PA, administrative, and project support functions to the Director and the wider RKE Leadership Team. This role ensures the smooth running of the Director's schedule, the RKE Service, effective communication with stakeholders, and robust administrative delivery of key service projects and activities in line with institutional strategy.

Duties

1. Manage the Director's electronic diary; arrange meetings, travel, events; prepare briefing packs and day files.
2. Provide administrative support to RKE Leadership Team for Service wide activity.
3. Coordinate internal and external meetings: room booking, sending agendas and papers, taking minutes and following up on actions.
4. To maintain the RKES intranet pages and other Service wide communications; liaise with other Units within the Service ensuring regular review takes place, updating and creating new content.
5. To monitor shared email inboxes and to deal with enquiries in a courteous and helpful manner.
6. Serve as the first point of contact for internal and external stakeholders, including academic faculty, funders, and partners.
7. Organise business travel and accommodation; process associated documentation and claims.
8. Set up/use systems to track project milestones, deadlines, and deliverables.
9. Support coordination of RKE activities such as workshops and events ensuring logistical and administrative robustness.
10. Draft, format, and proof reports, presentations, briefing papers and maintain structured electronic and paper filing systems in line with GDPR.
11. Support procurement administration (e.g., purchase orders, invoices) and maintain budget records.
12. Undertake additional duties appropriate to the grade as assigned by the Director or Service Managers.

13. With regards to the nature of your role and its impact upon our students, make an active contribution to and support the improvement of the student experience.
14. Undertake other relevant duties and responsibilities appropriate to the grade of the post.

Person Specification

Knowledge, Skills, and Behaviours (Essential)

- A level education or equivalent; strong administrative experience (Application).
- Proven PA/admin support to senior management in a complex environment. (Application/Interview).
- Experience in administrative project support: tracking, scheduling, coordinating logistics (Application/Interview).
- High proficiency in MS Office (Excel, Word, PowerPoint, Outlook); including the ability to use databases effectively to input, extract and manipulate information, undertake data entry and document management (Application/Interview).
- Excellent written and verbal communication; confident stakeholder liaison (Application/Interview).
- Strong event coordination, multi-tasking, time management; ability to work consistently under pressure, prioritise work and meet deadlines (Application/Interview).
- Discreet, professional, with high attention to detail and confidentiality; flexible and proactive approach. (Application/Interview).
- An understanding of and demonstrable commitment to the University's Values of Achieving Together, Being Proud, Creating Opportunity and Supporting All, as a framework for decisions, actions and behaviours (Application/Interview).

Knowledge, Skills, and Behaviours (Desirable)

- Project management qualification (e.g., PRINCE2, APM) (Application/Interview).
- Experience in higher education or research contexts; funder/grant administration (Application/Interview).
- Experience supporting knowledge exchange or research projects (Application/Interview).

- Familiarity with MS Project or other project tracking tools; budget reporting (Application/Interview).
- Drafting high-level briefings and reports (Application/Interview).
- Ability to improve administrative processes independently (Application/Interview).
- Enthusiastic about supporting research and knowledge exchange development at the university (Application/Interview).
- Flexibility and willingness to support all areas of the Service and university. (Application/Interview).