

JOB DESCRIPTION

Job title:	Career Enhancement Placement Officer
Department / Unit:	Doctoral School
Job type	Fixed Term - Part time - Professional Services
Grade:	6
Accountable to:	Doctoral School Manager
Accountable for:	n/a
Purpose of the post	
<p>The Academic Administration at Royal Holloway is organised into six School Administration teams which are all part of the Academic Services directorate; a single professional service which supports the student journey. Administration teams have been designed to provide a consistent and effective service to both students and staff. This post is based within the Doctoral School.</p> <p>We are looking for an exceptional administrator who will play a key role in delivering effective day-to-day operational support and advice related to due diligence of placement providers and external partners involved in the Career Enhancement Placement Scheme.</p> <p>The post holder will be responsible for coordinating and recording placement details with industry partners and recommend appropriate mitigating actions as required. The post holder will maintain centralised due diligence records and will utilise tools available to complete the due diligence processes. They will coordinate the communication of supporting material to academic and professional support services colleagues, undertake assurance checks and monitor adherence. They will deliver a highly professional level of administration as the first point of contact for due diligence related enquiries and will assist with training and preparation of reports.</p>	
Key tasks	
<ol style="list-style-type: none"> 1. Provide a comprehensive professional support service for due diligence requirements (financial and reputational) within the University and in coordination with funders, external partner organisations, and government bodies. 2. Provide ongoing support for the implementation of all stages of the due diligence process, including updating guidance for users, conducting due diligence assurance checks, administering partner questionnaires and monitoring adherence to funder and institutional due diligence requirements. 3. Coordinate the University's due diligence process for research partners and collaborators, proactively supporting the assessment and mitigation of risks at Pre-Award and Award set-up and contracting stages, in collaboration with the Research Contracts office. 4. Work closely with Research Services Officers and Research Development Managers to gather information required to conduct due diligence checks. Communicate the outcome of the checks and required mitigations to the Research Contracts team and other Research Office staff involved in applications and approvals within the University. 	

5. Provide advice, guidance and support to internal stakeholders on research partner and funder due diligence processes, supporting risk assessment decisions and ensuring compliance with funders' terms and conditions in relation to due diligence requirements.
6. Respond to enquiries from academic, professional services staff, and senior managers on matters relating to due diligence.
7. Maintain accurate records of all due diligence on searchable spreadsheets, databases and online systems.
8. Maintain accurate records of all placements undertaken and communicate student record change requirements to relevant team members to reflect this. Communicate outcomes and gather feedback from placement providers and PGR placement holders for analysis and reporting.
9. Coordinate the preparation and distribution of correspondence to researchers, partners and other parties regarding the decision or mitigating actions.
10. Delivering excellent customer service to students and other stakeholders, including alignment with the University's Student First approach.
11. Developing effective networks and working relationships with colleagues, sharing good practice and increasing knowledge and understanding across different administrative areas, as required.
12. Administering school finance processes related to the Career Enhancement Placement Scheme, including assisting the School Manager with finance and budget maintenance.

Other duties and expectations

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the University. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

Internal and external relationships

The post holder will be required to work closely with all colleagues within the Doctoral School

The following list is not exhaustive, but the post holder will also be required to liaise with colleagues in other areas, such as:

- Academic colleagues
- Research Finance and Research Contracts teams
- Academic Services teams
- Finance
- External partners and stakeholders
- Administrative and academic staff in other schools

PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

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	Essential	Desirable	Tested by
Knowledge, Education, Qualifications and Training High standard of education to degree level or equivalent administrative experience.	X		Application Form
Relevant work experience	X		Application Form / Interview
Knowledge and experience of Record Systems (preferably Banner) and related software.		X	Application Form / Interview
Detailed and current knowledge of the research compliance (UKRI, EU, Government, Charities and other sponsors).		X	Application Form / Interview
Skills and/or Abilities Demonstrable knowledge of relevant legislative frameworks and associated guidance within the Trusted Research agenda including due diligence and export controls.		X	Application Form / Interview
Ability to build and develop successful relationships with internal and external stakeholders.	X		Application Form / Interview
Ability to work with highly sensitive information and maintaining a high level of confidentiality.	X		Interview
Use initiative and judgement to resolve daily problems independently or through a support team where appropriate.	X		Application Form / Interview
Ability to work to a high level of accuracy, prioritise and manage own workload and meet tight deadlines.	X		Application Form / Interview
Experience Excellent customer service skills and experience of responding to enquiries and requests from a range of service users.	X		Application Form / Interview
Experience of communicating with stakeholders at various levels within an organisation, as well as external stakeholders.	X		Application Form / Interview
Experience of creating and updating communication materials, including webpages.		X	Application Form / Interview
Experience in analysing and interpreting data, identifying issues and communicating findings effectively.	X		Application Form / Interview
Experience of working in a research environment within the University and/or Higher Education sector.		X	Application Form / Interview
Experience of working with research funding systems.		X	Application Form / Interview