

JOB DESCRIPTION AND PERSON SPECIFICATION

POST:	Assistant Research Audits, Processes and Systems Manager (ARAPSM)
DIVISION/DEPT/UNIT:	Research Operations Office (ROO)
RESPONSIBLE TO:	Research Audits, Processes and Systems Manager (RAPSM)
GRADE:	6

THE LONDON SCHOOL OF HYGIENE & TROPICAL MEDICINE

The London School of Hygiene & Tropical Medicine is a world-leading centre for research and postgraduate education in public and global health, with 4,000 students and more than 1,300 staff working in over 100 countries. The School is one of the highest-rated research institutions in the UK and was recently cited as one of the world's top universities for collaborative research.

Our mission is to improve health and health equity in the UK and worldwide; working in partnership to achieve excellence in public and global health research, education and translation of knowledge into policy and practice. Founded by Sir Patrick Manson in 1899, the School is now part of the University of London and has expanded in recent years at its two main sites on Keppel Street and Tavistock Place. Our research funding has grown to over £60 million per annum from national and international sources including the UK government, the European Commission, the Wellcome Trust and the Bill & Melinda Gates Foundation.

The School's multidisciplinary expertise includes clinicians, epidemiologists, statisticians, social scientists, molecular biologists and immunologists. We work with our partners worldwide to support the development of teaching and research capacity, and our alumni work in more than 180 countries.

Further information is available at <http://www.lshtm.ac.uk/aboutus/introducing/index.html>

Improving health worldwide

JOB DESCRIPTION

Job Purpose

The Assistant Research Audits, Processes and Systems Manager (ARAPSM) supports the efficient management of a faculty's research and consultancy portfolio within agreed service levels set down by the Head of Research Operations.

The ARAPSM is responsible for supporting the Research Audits, Processes and Systems Manager (RAPSMM) to lead the Research Operations Office (ROO) in the delivery of research administration services for the School. ROO manages a research grant portfolio of over £500m and annual research income of around £100m. It plays a critical role both in supporting research activity across the School, and ensuring compliance with funder terms and conditions and coordinating the assessment and management of risks. ROO is a central service which provides support across the School to those involved in research management. It operates in teams that encompass both the pre-award area (research applications and contract review) and the post-award area (financial and contract administration).

Responsibilities

1. Support the Research Audits, Processes and Systems Manager with the on-going review of internal procedures and systems operations, particularly in light of audit findings, and introduce improvements that will deliver both improved efficiency and a high level of quality assurance
2. Contribute to the development of School policy, priorities and agendas by highlighting issues and suggesting improvements
3. Research Operations lead for Internal Audit, responsible for liaison with appointed auditors, and managing the audit plan and schedule, supporting Head of Research Operations and Research Audits, Processes and Systems Manager in the implementation of any action plans
4. RCP responsibilities include:
 - amend system files with scheduled updates
 - create, maintain and update user guides and training notes
 - work with stakeholders to identify areas of improvement and introduce changes that will lead to better efficiencies and enhance the overall user experience
 - monitor the effectiveness of system operation to deliver pre and post-award requirements
 - ensure the system is audit compliant
5. Review system processes and related procedures, updating where necessary, following the School's policies and funder requirements
6. Take responsibility for review of data entry into the School's research management systems
7. Proactively identify problems at an early stage and resolve appropriately
8. Conducting regular one to ones with Research Service Administrator and act as a point of escalation for more complex queries, and deputising in the absence of the Research Audits, Processes and Systems Manager
9. Support and propose changes to School policies, procedures and administrative systems relevant to research project administration

10. Provide specialist expertise and knowledge on audit and research systems to members of the Research Operations Office and wider faculty and departmental stakeholders
11. Support Research Audits, Processes and Systems Manager in implementing changes in School policies, procedures and administrative systems relating to research project administration
12. Provide specialist expertise and knowledge in one or more areas of overall research administration for the ROO as a whole (e.g. audit compliance, financial reporting, research management systems development)
13. Manage the completion and collation of annual US federal sub-recipient monitoring forms liaising with Research Operations post-award and departmental project teams, and providing guidance where necessary
14. Keep abreast of developments in Unit4 ABW (RCP, PCB modules) that will impact on School research system and existing processes
15. Ensure that the School builds and maintains good relationships with key customers through resolving system and audit issues, especially in relation system performance and compliance
16. Participate in relevant external professional networks and disseminate information to Research Operations and Faculty teams and staff. Where possible seek to influence policies in the interests of the School and network with other end users
17. Proactively provide high-quality advice to system users, team members and administrators on matters relating to systems and audits, involving the communication of complex information and concepts to staff with carrying levels of existing understanding
18. Support the Research Audits, Processes and Systems Manager with the development and implementation of guidance related to RCP including grant setup and institutional audits
19. Develop and deliver training to academic and support staff members for system engagement and participation in institutional audits to encourage compliance with School procedures and best practice
20. Work with colleagues across the School to streamline and improve research management processes
21. Contribute to the general work of the Research Operations Office by covering for other members of the team during absences
22. Undertake any other duties as reasonably delegated by the Research Audits, Processes and Systems Manager or the Head of Research Operations
23. Manage your continuous professional development, internal collaborations and external networks, to contribute to service quality, research excellence and innovation
24. Demonstrate the School's values through your behaviour at work, including your duties and responsibilities in respect of equality and diversity, health and safety, data protection, and any other legislative requirement

PERSON SPECIFICATION

Qualifications

	The successful candidate should:	Essential/ Desirable	Tested by*
	Hold an undergraduate degree and/or have equivalent specialist training and/or hold an appropriate financial qualification	Essential	A, I
	Hold a relevant financial/accounting qualification	Essential	A, I

*** A = application; I = interview; T = test**

Background & Experience

	The successful candidate should have a background in, or experience of:		
	Grant administration/research management (preferably within Higher Education)	Essential	A, I
	Working effectively and flexibly as a member of a team	Essential	A, I
	Working in a customer-focused environment and meeting customer needs	Essential	A, I
	Communicating complex information to non-specialists and colleagues within research management	Essential	A, I
	Working independently and proactively	Essential	A, I
	Working with high levels of accuracy and with attention to detail	Essential	A, I
	Providing informal and formal guidance and training	Essential	A, I
	Developing written guidelines and/or training materials	Essential	A, I
	Writing/developing material for the web	Essential	A, I

Knowledge

	The successful candidate should have demonstrable knowledge of:		
	Financial accountancy	Essential	A, I
	Business analysis and project management	Essential	A, I
	Audit and compliance	Essential	A, I
	The principles and application of Full Economic Costing (FEC)	Essential	A, I

Skills & Competencies

	The successful candidate should demonstrate:		
	Proven ability to understand and interpret complex contract documentation and funder financial terms and conditions	Essential	A, I

	Proven ability to understand, interpret, apply and develop policies and procedures	Essential	A, I
	Excellent oral and written communication skills	Essential	A, I
	The ability to use judgement, initiative and creativity to identify and solve complex problems	Essential	A, I
	Excellent organisational and planning skills including proven ability to organise and prioritise workload, work efficiently and meet tight deadlines	Essential	A, I