



Job description: Operations Manager

December 2019

Job Details	
Job Title:	Operations Manager
Reports to:	Chief Executive, UKRIO
Direct reports:	Two: Communications and Information Officer; Events Officer.
Full Time/Part Time:	Full time and part time options are available (0.6FTE to 1.0FTE)
Salary:	£30,000-35,000 per annum (<i>pro rata</i>)
Appointment period:	Indefinite
Current Location:	UKRIO office, Croydon

Job context

The UK Research Integrity Office is an independent advisory body supporting academic, scientific and medical research. UKRIO helps ensure that research is high quality and of high ethical standards, without the need for burdensome regulation or bureaucracy.

We pursue these aims through our publications on research practice, the support and services we provide to organisations, our education and training activities, and by providing expert guidance in response to requests for assistance. For further information, visit [our website](#).

UKRIO is a registered charity, consisting of a small office team, directed by a Board of Trustees with the assistance of an Advisory Board, and supported by a Register of expert volunteers.

This post sits within the office team, which: carries out UKRIO's programme of work; provides administrative, policy, research and technical support to the Trustees and Advisory Board; liaises with the organisations that subscribe to UKRIO; and co-ordinates the volunteers that support the work of the charity.

Job purpose

- To support the delivery of UKRIO's charitable objectives by ensuring the effective delivery of administrative and governance processes.
- Working with the Chief Executive and others as required, to further develop and deliver UKRIO's administrative and governance processes.
- To manage the Communication and Information Officer and the Events Officer and to support the work of those two posts.

This is a wide-ranging role, which will promote the development of a broad range of skills and experiences and a close understanding of the running of a charity. The post has two direct reports: Communication and Information Officer; Events Officer.

The post reports to the Chief Executive and requires close collaboration with that post, as well as with the Trustees and Advisory Board, UKRIO volunteers, and the representatives and members of UKRIO subscriber institutions.

We are offering this post at 0.6 FTE to 1.0 FTE, which can be worked within standard business hours, Monday to Friday. The post is based at UKRIO's offices in south London but we are open to discussions about flexible working/ homeworking/ jobsharing. The post will involve occasional travel to UK-based research organisations, in particular those that subscribe to UKRIO.

Main duties and responsibilities

- Manage the development and delivery of the charity's administrative and governance processes, ensuring that they are effective, proportionate and efficient, including:
 - Further developing, and periodically reviewing, UKRIO's administrative and governance processes to ensure that they meet the needs of the charity and the people and organisations which we support.
 - Ensuring that administrative and governance processes support the efficient and effective delivery of the charity's work programme.
 - Contributing to the development of the charity's budget and monitoring it.
 - Ensuring effective secretarial and administrative support to Trustee and Advisory Board meetings, maintaining effective follow-up and flagging issues requiring remedial action/further consideration.
- Co-ordinate the recruitment and retention of volunteers to support the activities of the charity, working with other UKRIO staff as required to maintain and further develop good working relationships and effective communication with volunteers.
- Manage the annual subscriber invoicing process.
- Prepare the charity's submissions to the Charity Commission, Companies House and similar organisations, and manage the charity's Risk Register.
- Manage, and support the work of, the Communications and Information Officer and the Events Officer.
- Ensure that UKRIO fulfils its charitable objectives
- Maintain and further develop good working relationships and effective communication with the organisations that subscribe to UKRIO, ensuring that their needs are understood and appropriate support provided.
- Maintain a high level of subscriber retention and satisfaction with the support provided by the charity
- Liaise with and support UKRIO's Trustees and Advisory Board.
- Provide administrative support to internal meetings and working groups, including the preparation and circulation of papers, taking minutes and following up on actions in a timely manner.
- Manage confidential and/or sensitive information in accordance with the Data Protection Act (1998), the General Data Protection Regulation (GDPR) and relevant UKRIO policies and procedures.
- Comply with the charity's Health and Safety policy.

- Maintain external links with national and international bodies and groups in order to keep abreast of changes occurring in the sector.
- Whilst the role will be predominantly based at UKRIOs offices in south London, the postholder will occasionally be expected to travel to other sites, including member institutions, when required. We are open to discussions about flexible working/ homeworking/ jobsharing.

The above list of responsibilities is not exhaustive and the jobholder may be required to undertake other duties commensurate with the level of the role, as reasonably requested by their line manager.

This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of the responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the salary of the post.

Person specification

This table lists the essential and desirable requirements needed in order to perform the job effectively. Candidates will be shortlisted based on the extent to which they meet these requirements.

	Requirements	Essential / Desirable	How Assessed
Qualifications	Undergraduate honours degree or equivalent experience	E	A
	Postgraduate management, professional qualification or higher degree	D	A
	Project management qualification or equivalent experience.	D	A
Knowledge, Skills and Experience	Experience of embedding and managing administrative and governance policies, processes and systems in a small/medium enterprise.	E	A/I
	Understanding of research governance, research ethics or research integrity in Higher Education, the National Health Service, the private sector, a Government department, research funder, academic publisher or other research organisation.	D	A/I
	Experience of working in: <ul style="list-style-type: none"> • a charity or a membership organisation; and/or <ul style="list-style-type: none"> • Higher Education, the National Health Service, a private sector research organisation, a research funder, academic publisher or other research organisation, or in a research role in a Government department. 	D	A/I
	Familiarity with financial management and ability to monitor and oversee spend according to agreed budgets	E	A/I
	Ability to communicate complex information and concepts in an accessible manner, to both expert and lay audiences.	E	A/I

Requirements	Essential / Desirable	How Assessed
Excellent interpersonal skills, including experience of, and ability in, managing relationships with a wide variety of organisations and individuals.	E	A/I
Experience of working in a charity	D	A/I
Experience of working in a membership organisation	D	A/I
Experience of project writing	D	A/I
Proven analytical skills, numeracy and problem-solving capability	E	A/I
Excellent record-keeping skills	E	A/I
Excellent IT skills (e.g. Word, Excel, PowerPoint, web page management etc.)	E	A
Proven ability to work independently as well as functioning as part of a small team	E	A/I
Understanding and commitment to confidentiality of information	E	I
Understanding and commitment to diversity	E	I
Flexible and professional approach to work and colleagues	E	I
Willing and able to travel with notice	E	I

Essential/Desirable:

E = Essential: Requirements without which the job could not be done.

D = Desirable: Requirements that would enable the candidate to perform the job well.

How Assessed:

A = Application

I = Interview

OM = Other Means (e.g. presentation, test, etc.)

Employee benefits

- 25 days annual leave *pro rata* (exclusive of statutory and public holidays).
- Pension scheme.
- Interest-free season ticket loan (usually following successful completion of probation).
- Childcare voucher scheme.