

**University of  
Northampton**

**Postgraduate Research  
Manager  
Job Description**



# **Job Title: Postgraduate Research Manager**

**Grade: 8**

**Responsible to: Head of the Graduate School**

## **Overall Purpose**

The Postgraduate Research Manager will ensure that services related to research degrees and research degree students are developed, managed and delivered to a high standard across the University. This includes the provision of expert advice on research student matters, the identification of issues and innovative solutions to research degree matters, the development of policy related to research degrees, overseeing appropriate quality assurance and enhancement activities and the management of research student administration staff.

## **Core People Management Duties & Responsibilities**

- Manage performance and behaviour (including the PDR and the Probation period) of the team on an ongoing basis.
- Monitor leave and absence of the team on an ongoing basis. Approve annual leave requests, manage poor attendance and support staff with ongoing ill health issues.
- Communicate effectively at all levels, ensuring relevant information is cascaded to the team and allow for two-way communication including team meetings and 1-2-1's.
- Foster wellbeing of team members ensuring maintenance of work life balance, adherence to Working Time Regulations and providing opportunities for staff to raise issues.
- Plan resources to ensure adequate coverage to meet the needs of the service whilst recognising employee wellbeing.
- Undertake all aspects of recruitment in accordance with University policy and procedure, for both within the team and supporting other departments and faculties across the University.
- Undertake investigations and undertake role of hearing manager in cases of disciplinary and grievance for employees across the University in line with University Policy and procedures.

## **Principal Duties and Responsibilities**

- Lead, plan, and organise work in support of all aspects of the University's Postgraduate Research (PGR) Student portfolio.
- Manage the PGR Coordinators and PGR Administrator.
- Work with the Chair of the Research Degrees Committee to develop and sustain the research degree portfolio across the University.
- Develop productive working relationships with all Faculties and Services across the University to champion PGR student matters. Establish and maintain internal networks to ensure excellence in all aspects of PGR student matters, fostering high quality customer service.

- Act as an institutional contact for and actively engage with UKCGE, UKRI, the Academic Registrars Council Postgraduate Practitioners Group and other national agencies.
- Provide advice and guidance to colleagues at all levels on national trends and best practice in PGR student matters.
- Provide advice and guidance to colleagues at all levels on University policy and regulations as they affect PGR student business, applying policy in relation to student circumstances.
- Provide professional advice, guidance and support to partnership institutions and staff involved in level 8 awards.
- Manage all communications to PGR enquirers, applicants and students, including content on the University website, the student hub and the intranet.
- Manage the effective and efficient administration of PGR student enrolment, transfer, submission, examination and conferment.
- Prepare and lead workshops for PGR students, supervisors and internal examiners on research student matters and national best practice in research degree business.
- Provide professional, proactive support to Research Degrees Committee, Research Degree Boards, Research Ethics Committee and other institutional working groups, boards and committees as required.
- Develop and maintain quality processes for the collection and analysis of research student data, including processes for ensuring its accuracy. This includes managing, monitoring and maintaining PGR student records and files with due regard to current legislative requirements (e.g. GDPR) and ensuring relevant staff using the record system are appropriately trained.
- Support the development and implementation of the University's policies relating to research degree programs, including Research Ethics, Research Integrity and Research Misconduct.
- Monitor compliance with University regulations for its PGR programs, recommending and implementing changes as necessary.
- Work closely with the University's Student Conduct, Complaints and Appeals (SCCA) team and provide key evidence for complaints, appeals and investigations required by the Office of the Independents Adjudicator (OIA) for HE, including casework on the students concerned.
- Provide professional support and leadership in internal and external review and audit.
- Contribute the annual HESA Student return; ensure accurate, compliant PGR student data.
- Manage the PGR Team budget, research student bursaries and project budgets.
- Management of the Gateway PGR records system and liaise with supplier regarding ongoing development of the system.
- Manage contracts with suppliers such as Cayuse, UKCGE and Epigeum.
- Manage the Postgraduate Research Experience Survey, benchmark results and take or recommend action as appropriate to respond to the student voice.

## Generic Duties and Responsibilities

- The post holder will be expected to undertake other responsibilities and tasks as reasonably requested by the Head of the Graduate School.
- The post holder will be responsible and accountable for ensuring all employment legislative requirements are adhered to including equality and diversity and health and safety issues.
- The job description may be altered at any time in the future in line with the level of the post to meet changing institutional requirements, but only in full consultation with the post holder.

## Person Specification

Please ensure that your application statement provides clear and specific examples to illustrate how you meet each essential criterion. Applicants that fail to do so will not be shortlisted.

Criteria	Essential / Desirable	Assessment Methods
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### Qualifications

1	Degree qualification or equivalent	Essential	Application
2	Postgraduate or professional qualification	Desirable	Application

### Skills, Knowledge and Experience

3	Demonstrate an understanding of HR policies and procedures	Desirable	Application Interview
4	Ability to identify and undertake vital conversations appropriately	Essential	Interview
5	Ability to delegate appropriately	Essential	Interview
6	Demonstrable experience in administration in a higher education institute developing and working with HE policies and processes	Essential	Application Interview
7	Understanding of PGR degrees and PGR administration	Desirable	Application Interview Presentation
8	Experience in using student administration software packages, online survey tools and databases	Essential	Application Interview

9	Experience of dealing with student related matters, e.g. student queries, complaints, appeals, evidence gathering for investigations	Essential	Application Interview Presentation
10	Excellent interpersonal skills and the ability to liaise with a variety of people, including students, staff and senior academics	Essential	Interview Presentation
11	Experience of leading the training and implementation of new procedures and processes	Essential	Application Interview Presentation
12	Presentation and workshop facilitation skills	Essential	Interview Presentation
13	Ability to analyse data sets and to collate information to draft reports	Essential	Interview Presentation
14	Excellent written communication skills, e.g. ability to draft reports, minutes, procedures and policies	Essential	Application Interview Presentation
15	High level numeracy skills and ability to manage budgets effectively	Essential	Application Interview

### **Personal Qualities**

16	Ability to adapt to organisational change	Essential	Interview
17	Ability to adapt to technological advances in the workplace	Essential	Application Interview
18	Integrity and professionalism, demonstrating a commitment to ethical standards, confidentiality, and the University's values of inclusivity, trust, sustainability and aspiration	Essential	Application Interview
19	Ability to provide high quality, professional and effective customer service to a range of internal and external stakeholders	Essential	Application Interview
20	Ability to manage own workload through effective prioritising, time management and organisational skills	Essential	Application Interview