



**Job Title:** Training Support Officer  
**Grade:** 6  
**Salary:** £31,396 to £36,024 per annum pro rata  
**Department:** Physics  
**Hours/Contract:** Full Time, fixed term contract until 31 March 2026  
**Job Family:** Management and Administration  
**Reference:** 10532

## Role Purpose

Established in 2009, DiRAC provides high performance computing (HPC) services to the UK's theoretical astronomy and physics research communities. As Training Coordinator, the role holder will work with internal stakeholders and external industry partners to coordinate delivery of our training events, both in-person and online. A key part of the role is to identify evidence-based avenues for implementing improvements to our delivery processes. Under the direction of the Training Manager, the postholder will support our training strategy and use their own initiative in a self-directed manner to achieve the overall goals of the facility.

The Training Team currently consists of the Deputy Director and the Training Manager so the post holder could play an important role in helping to shape the DiRAC training provision in the coming years.

## Main Duties and Responsibilities

### Support delivery of the DiRAC Training portfolio

- Organize meetings with academic and industry partners (doodle polls, meeting invites etc) to discuss training opportunities, take minutes, distribute and follow-up on actions.
- Support delivery of all DiRAC Training Courses including: registration, dissemination of event information, answering applicant questions, monitoring registration as event approaches and assist with setting up slack channels and zoom breakout rooms for use during on-line events.
- Support delivery of our in-person training events including: arranging room bookings, ordering catering & assessing dietary requirements, accommodation & travel arrangements, expense claims and reconciliation of financing with the Facility Office and attendees/vendors where required
- Support liaison between our compute sites and attendees with respect to on-boarding and account registration and with the internal and external training experts who will attend.
- Administer promotion of all training events, including assisting the Training Manager to create and disseminate promotional material (including targeted email campaigns; adverts etc). Liaise with the Digital Content Manager to post promotional material on our website and social media channels before, during and after the event.
- Proof-read and correct all self-paced course material before it is made available on our website.
- Maintain training records and manage and upkeep a shared training repository.





## Reporting

- Manage feedback survey activities for all training events including posting questions in form-format online, requesting attendees complete feedback and chasing responses. Collate and analyse feedback and deliver post-event reports to the Training Manager.
- Analyse the results of the annual All User survey with respect to training and its delivery and provide a summary report to the Training Manager.
- Analyse user accounts (SAFE), website and social media statistics e.g.: number of users registered for our self-paced training offerings; number of likes and re-posts of training event promotional material; increase in registrations following promotional campaigns etc. Use as a basis for suggesting areas and avenues for potential improvements.
- Support the Training Manager with the delivery of our bi-annual training report, including assisting with providing monitoring & evaluation statistics and event writeups as required.
- Support the Deputy Director to manage training budget accounting.

## Internal and External Relationships

### Internal

- DiRAC core teams/groups
  - Facility Office, Training Team, Senior Management, Facility Board, Technical Team
- University of Leicester Offices
  - Finance, HR, Roombookings, Physics & Astronomy administration.

### External

- Industry partner organisations in High Performance Computing
- DiRAC partner university offices (UCL, Edinburgh, Cambridge, Durham, Liverpool)
- Delegates on training events
- Training venue providers

## Planning and Organising

- The role requires very high levels of planning, organisation, time management, prioritisation and self-motivation:
  - Variety of DiRAC Training Courses, both in-person and online, often with competing deadlines and priorities
  - Mixture of events planned months in advance, and others at shorter notice
  - Liaison and integration with other DiRAC Facility Office events to avoid clashes
  - Timing of delegate communications is key in relation to events, and planning ahead with an awareness of upcoming milestones and deadlines
- Within these parameters, the post holder will need to:





- Plan and organise own workload to ensure that requirements are met for multiple courses running concurrently
- Organise the delivery of events both in-person and online, including travel, resources and support materials.

## Qualifications, Knowledge and Experience

### Essential

- Working experience within a university/higher education administrative function \*
- Demonstrable track record of event organisation, planning and delivery, including management of post-event evaluation. \*
- Working experience of finance administration and associated software systems. \*
- Experience of supporting policy development. \*
- Experience of database management and development. \*
- Experience of contributing to formal reports. \*

### Desirable

- Experience of working in a Scientific Research environment, and/or High Performance Computing environment
- Experience of using SAP to administer university finances
- Currently hold, or working towards, a qualification in Project Management
- Currently hold, or working towards, a qualification in Office 365 and/or MS Excel

***\*Criteria to be used in shortlisting candidates for interview***

## Skills, Abilities and Competencies

### Essential

- Ability to manage a complex and varied workload, to work under pressure and to multiple tight deadlines, to prioritise tasks, and to work on your own initiative.
- Ability to effectively manage projects and utilise appropriate tools to ensure successful delivery. \*
- Strong interpersonal skills and stakeholder management at all levels including the ability to engage with course delegates, industry partners, event hosts, and academic & support colleagues at the partner universities.
- Strong teamworking skills and the ability to communicate clearly with your colleagues.
- Excellent verbal and written communications skills. \*
- Ability to analyse complex data for purposes of reporting. \*
- Ability to write reports, correspondence and other documentation. \*





- Confident and advanced user of Office365, particularly MS Excel.
- Ability to take minutes in meetings, and distribute afterwards in an appropriate format

**Desirable**

- High attention to detail
- Ability to proof-read documents and suggest improvements

***\*Criteria to be used in shortlisting candidates for interview***

**Reason for Fixed Term Contract**

The reason for the fixed term contract is stated in section 1.9 in the summary of contractual terms in your contract of employment.

**Criminal Declaration**

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

**Supporting University Activities**

As a University of Leicester citizen, you are encouraged to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We expect all staff as citizens to work flexibly across the University if required.

**University Values**

**Inclusive** - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

**Inspiring** - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

**Impactful** - As Citizens of Change we will generate new ideas which deliver impact and empower our community

**Equity and Diversity**

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognizes and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equity support our efforts to attract a diverse range of high-quality staff and students and identify our University as a progressive and innovative workplace that mainstreams equity, diversity and inclusion.

