

Job Title: Senior Administrator (Knowledge Mobilisation & Research Capacity Development)

Grade: 5

Salary: £26,707 to £31,236 per annum, pro-rata

Department: NIHR ARC East Midlands; College of Life Sciences

Hours/Contract: Part time (21 hours a week) fixed term contract until 31 March 2031

Job Family: Management and Administration

Reference: 13611

Role Purpose

This senior administrative operational role supports the NIHR ARC East Midlands' Knowledge Mobilisation (KM) and Research Capacity Development (RCD) programmes. It requires the post holder to exercise a high degree of autonomy to resolve challenges and manage daily operations. This role demands proactive project management and people skills to drive efficiency and meet programme targets in collaboration with the ARC's Head of KM/RCD and Communications Manager.

Main Duties and Responsibilities

Analysis, Reporting & Documentation

1. Performance management and data governance:

- Collate quarterly performance monitoring reporting for the PhD (trainee) cohort, transforming raw data into strategic intelligence to ensure programme compliance and early identification of trajectory risks.
- Produce a high-level summary for the Head of RCD for each quarterly cycle, highlighting successes and programme risks.
- Exercise professional initiative to independently conduct bi-annual data cleansing and real-time updates to ensure all trainee records are audit-ready and reflect accurate membership status for national reporting.

2. Strategic programme reporting and compliance:

- Execute the annual alumni impact survey to capture comprehensive data on career progression and research impact among pre-doctoral, doctoral and post-doctoral alumni.
- Collate and transform demographic data into a high-level EDI summary report to inform inclusive recruitment strategies and meet NIHR transparency standards.
- Lead the administrative preparation of the annual NIHR report, ensuring all RCD milestones and metrics are evidenced.

3. Digital content management:

- Audit the ARC store and KM webpages monthly to ensure all links are operational, study summaries are current, and resources (PDFs/Videos) are accessible. Ensure the "Store" checkout or download process is frictionless for health and social care partners.
- Use tools like Google Analytics to track which outputs are most viewed and which have the highest "bounce rate" (where people leave without clicking). Use this data to recommend changes.
- Record page traffic for the ARC Training page on YouTube.

4. Data monitoring for impact evaluation:

- Maintain a structured database that categorises ARC store downloads by organisation type (e.g., NHS Trust, Local Authority, Charity) and geographic region. This allows the ARC to evidence who is using the research outputs.





- Monitor and report on most-downloaded resources. Identify sudden spikes in interest—for example, if a particular toolkit surges, alert the Head of KM so the team can capitalise on that momentum with a follow-up dissemination push.
 - Ensure all download records are stored securely and that users who opt-in are added to the KM mailing list, creating a community of practice for future dissemination.
 - Implement a light-touch survey sent 3–6 months after a product download to ask: "Has this resource changed your practice?", transforming a download statistic into impact evidence for the NIHR reporting.
 - Synthesize raw download numbers into visual charts for the ARC Executive Group, highlighting how KM & RCD products are contributing to the ARC's key performance indicators (KPIs).
5. Strategic representation and support:
- You will provide updates and participate in discussions / decision-making, deputising for the Head of KM / RCD Lead as required, including:
 - ARC EM Operational Leads Meetings.
 - KM team meetings.
 - NIHR Training Leads meetings (where invited).
6. Any other meetings/events as requested by Head of KM / RCD.

Customer/Service & Support

You will take daily administrative leadership over the delivery of the operations of the ARC's research capacity development programme, including:

1. Trainee stakeholder engagement and communication:
 - Act as the primary communications point of contact for the ARC EM trainee cohort, managing the end-to-end enquiry lifecycle to ensure prospective, current and alumni fellows receive authoritative, timely, and professional responses.
2. Skills programme metrics:
 - Lead the professional administration of the skills programme registration process, acting as the primary owner of the attendee database and waiting lists.
 - Directly support the RCD mission by providing trainees / attendees with the necessary evidence for their professional portfolios and annual appraisals (certificates of attendance) as required.
 - Lead the systematic collection and analysis of post-session evaluation data, identifying key strengths and areas for improvement across the skills programme.
 - Ensure all external contributors receive formal institutional recognition and timely honoraria to foster long-term collaborative partnerships.
 - Produce a Monthly Digital Impact Report tracking viewing metrics, to demonstrate the measurable impact of the programme beyond live attendance.

Planning & Organising

3. Strategic programme engagement and development:
 - Support Head of RCD to establish and facilitate a regional expert advisory group, to steer the strategic development and delivery of the ARC's RCD programme.
4. Skills programme dissemination and impact:
 - Carry out the post-production editing and strategic distribution of all recorded RCD training assets to ensure inclusive access to research learning. This will include utilising standard video editing software and YouTube Studio analytics to streamline the workflow from raw footage to a curated public-facing library, directly supports the NIHR's commitment to open-access learning.





- Optimise the accessibility and longevity of ARC-EM research outputs through the strategic distribution of digital training assets, ensuring all content is archived, branded, and disseminated through high-impact channels to maximise regional and national reach.
 - 5. KM request pipeline and decision support register:
 - Ensure all incoming KM requests are logged and triaged against ARC strategic priorities within 48 hours.
 - Prepare a weekly triage summary for the Head of KM to facilitate rapid decision-making on resource allocation.
 - With Head of KM and Communications Lead, monitor and review all support requests from study teams received to assist in creation of products to be shared with relevant audiences with the intention to create impact.
 - Update any national repositories (such as cross-ARC scale register) with outputs from ARC-EM, as/when directed by Head of KM.
 - 6. File management and governance:
 - Maintain a robust team/programme file management system, integrating tracking mechanisms to monitor project / programme updates, milestones and deadlines.
 - Curate and keep updated a legacy ARC registry of potential outputs for scale/mobilisation.
 - Systematically document the operational impact of the ARC-EM KM team across NIHR / other infrastructure. This includes maintaining records of collaborative working (and outcomes achieved) with the NIHR Innovation Catalyst programme, Health Innovation Networks and health/care provider organisations.
- Finance/Resource Management**
- 7. Skills programme design and scoping:
 - Deploy and analyse an inclusive, regional needs-assessment survey, translating the findings into a formal training priority report to guide the curriculum for the upcoming academic year.
 - In conjunction with Head of RCD, use this data to plan the ARC's annual skills training programme.
 - Work with the Head of RCD to identify and recruit session leaders, and schedule session dates.
 - 8. Skills programme marketing:
 - In collaboration with the Head of RCD and Communications Lead, develop a suite of bespoke publicity materials for all RCD/KM training initiatives, ensuring all meet high-level professional standards and NIHR brand guidelines, specifically tailored to resonate with the ARC EM audiences.
 - Work with the Communications Lead to create a coordinated promotion strategy to maximise session reach and achieve target registration numbers across regional networks.
 - Independently manage the registration database and proactively oversee oversubscribed sessions via strategic waiting-list management, ensuring high attendance rates through timely, authoritative communication with delegates.
 - 9. Dissemination & implementation readiness:
 - Work with Head of KM and Communications Lead to ensure that "implementation-ready" products (e.g., toolkits, briefs) meet NIHR and ARC brand standards and are distributed via targeted stakeholder mailing lists and partner networks.
 - Ensure outward facing KM materials are updated as findings emerge.
 - Upload new resources to ARC platforms (e.g., training modules, toolkits) ensuring high search engine optimisation and accessibility standards to increase organic reach.
 - 10. Other:





- General support for ARC team as requested by line manager, including dealing with enquiries and ad hoc requests, including covering any administrative requirements due to staff annual leave or capacity.

Liaison

11. Wider clinical academic network engagement:

- Independently curate and cascade relevant research calls, funding alerts, and policy updates from the shared mailbox to the network, ensuring members receive timely, curated content.
- Lead the end-to-end processing of new membership applications and perform bi-annual audits of the database to ensure strict adherence to GDPR standards.
- Elevate the visibility and profile of the network (including a potential relaunch) through proactive digital content management, in collaboration with the ARC Communications Lead to add to the ARC EM website.
- Establish and maintain formal links with external clinical academic networks to facilitate knowledge sharing, resource exchange, and the alignment of career development initiatives across the East Midlands.

People Management

12. Trainee recruitment and induction:

- Independently oversee and deliver the full recruitment workflow—from triaging eligibility enquiries and processing applications to the high-level administration of interview panels, and applicant feedback and outcome letters.
- Work with Head of RCD to manage the transfers and payments of studentship awards to HEIs.
- Take full ownership of the planning and logistics for the welcome event, collaborating with the Head of RCD to deliver content that will effectively socialise new trainees into ARC EM's research knowledge mobilisation culture.

Continuous Improvement

- Review and investigate issues/problems and identify trends and solutions, referring the most difficult concerns to supervisor/manager.
- Seek CPD opportunities as appropriate to role / role holder career development aspiration. Attend and complete all mandatory training programmes.

Internal and External Relationships

Internal:

- Daily - Liaise closely with the Head of KM & RCD and Communications Lead.
- Weekly - Liaise with other ARC functional area leads and ARC Managing Director.
- Weekly - Contact with ARC trainees and alumni trainees.

External:

- As required - Contact with external bodies such as research grant awarding bodies (NIHR), key partners, etc.
- As required - Contact with EM Health Innovation Network, NHS Providers within the East Midlands, ICBs within the East Midlands, Academic Institutions within the East Midlands, all other partners.

Planning and Organising





- Plan and organise own daily and weekly activity (and coordinate inputs from others where needed) with an appreciation of longer-term issues, ensuring plans complement and feed into broader operational plans
- Track priorities, work to deadlines and manage multiple workstreams concurrently; use judgement and initiative to adjust priorities in response to emergent needs of both functional areas.
- Read and analyse complex information and present it to different audiences appropriately in a clear and accessible way.
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Qualifications, Knowledge and Experience

Essential

Either academic or vocational qualifications (NVQ 3, general education to A-Level, City and Guilds or equivalents) plus work experience in a relevant role*;

Or:

Typically previous relevant work experience in a comparable setting*.

Plus:

- Significant experience working in a relevant secretarial or senior administrative role*.
- Experience of working without supervision, using own initiative to meet all deadlines*.
- Knowledge and experience of planning, organising meetings, and taking notes/actions
- Working collaboratively within a team, as a team player, and actively supporting colleagues
- Experience of independently drafting emails, letters, documents and communications
- Track record of using own initiative to identify potential problems and reporting onwards to senior team members*.
- Experience in liaising, and collaborating with, and influencing a wide range of stakeholders in both Academic and Clinical settings*.
- Be flexible and adaptable to respond to shifting and emergent priorities; maintain service quality and accuracy under pressure*.

Desirable

- Experience and competence in developing and maintaining bespoke databases

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

Skills, Abilities and Competencies

Essential

- Proven skills in prioritising, planning and organising own workload to meet own and wider team requirements*.
- Demonstrable ability to multitask and deal with a range of responsibilities at any given time whilst meeting deadlines*.
- Proven skills in balancing and coordinating the requirements of a larger number of processes/activities simultaneously*.
- Excellent and wide-ranging IT skills together with proven knowledge and experience of using MS Office packages, O365 and OneDrive and MS Teams etc*.
- Use of Internet and email
- High level of accuracy and attention to detail*.





- Excellent interpersonal skills with the ability to form and maintain effective working relationships with colleagues and service users
- Strong written and verbal communication skills*.
- Flexible team player willing to do what it takes to get the job done; adaptable and enjoys a challenge
- Able to work collaboratively as part of a team
- High levels of resilience
- Ability to deal with a change

*** 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 encourage all staff as citizens to work flexibly across the University if required. If supporting these activities is likely to affect your workload, please speak to your line manager in the first instance

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

Freedom of Speech

The University is committed to upholding freedom of speech and academic freedom within the law throughout our recruitment processes. We ensure that all candidates are considered based on merit and suitability for the role, without regard to their lawful viewpoints or the expression of challenging or controversial ideas. Our recruitment policies and practices are designed to protect applicants from discrimination or adverse treatment on the basis of their opinions, and to foster an environment where open debate and diverse perspectives are valued as essential to our academic mission.





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 recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality 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 equality, diversity and inclusion.

