

|                                  |                                  |                                     |                      |
|----------------------------------|----------------------------------|-------------------------------------|----------------------|
| <b>Last Updated:</b> 18/11/2025/ |                                  |                                     |                      |
| <b>Job Title</b>                 | RII Systems & Operations Officer |                                     |                      |
| <b>Faculty/ Department</b>       | RII                              | <b>Subsidiary</b>                   | University of Surrey |
| <b>Job Family</b>                | Professional Services            | <b>Job Level</b>                    | 3                    |
| <b>Reports To</b>                | RII Systems Manager              | <b>Line Manages (role title(s))</b> |                      |

### Job Statement

To maintain and support information systems and research operation processes for the Research, Innovation and Impact (RII) department and wider University community. The post holder is expected to actively contribute to the quality and continuity of services, as well as to the maintenance of high service standards.

They will deliver high quality support, deal with ad-hoc information requests, extract and manipulate data from systems for reporting purposes, and ensure that the system user base remain knowledgeable in all systems processes

### Key Responsibilities This is not designed to be a list of all tasks undertaken but the main responsibilities (5 to 8 maximum)

1. Provide an efficient and accurate advisory and technical assistance service to all end users of the RII systems, within agreed areas of responsibility. Act as an important link across all RII and academic departments relating to RII systems, including managing engagement and attendance at Worktribe SIG User Group meetings. Manage and support Worktribe user access, advising on process improvements where needed, and providing onboarding assistance for non-faculty-based staff.
2. Working alongside FRIO first-line support teams, act as second line support for Worktribe user queries, principally through monitoring Worktribe inbox. Trouble-shooting issues within areas of technical competency, escalating to RII Systems Manager, Worktribe Service Desk or IT Service Desk as needed, collating and logging user issues and recommending solutions.
3. Responsible for developing and updating standard operating procedures and user documentation, supporting development of training material, and arranging workshops where beneficial.
4. Support the Systems Manager in continuous improvement activity and projects to identify limitations of current systems, helping to develop solutions and determining the impact of changes made.
5. Take an active role in systems implementation, taking responsibility for the successful delivery of specific smaller or assisting in more complex developments assigned to them.
6. Produce ad hoc detailed statistical reports, management information and analysis where appropriate, using query tools, standard reports and interrogation to enable extraction of meaningful results. Support RII Operational Metric reporting, advising on process improvements as needed.
7. Perform regular operational data integrity checks to ensure that the data is accurate and secure.

N.B. The above list is not exhaustive.

### Role Scope and Impact This is a summary of the post holder's role in delivering outcomes, making decisions, and the complexity of problem-solving involved in the role.

#### Accountability

- The post holder has the freedom to work in a proactive manner and to decide how to achieve the end result, generally based on their own judgment and experience.
- At various levels of the institution, the post holder will be involved in both the pro-active and reactive support of the RII systems. The post holder will provide professional advice and support to a diverse user base, with users ranging from RII system users to researchers and academics. The post holder will be closely supported by the Systems Manager until they develop an appropriate level of specialist expertise that enables them to deal with the majority of these day-to-day problems without the need for reference to others.

#### Dimensions of the role

- The role is not directly responsible for any staff, however due to their specific experience and knowledge, they are required to provide advice, pass on best practice knowledge and offer training to system users. The post holder will also liaise with IT staff, providing specialist advice and guidance where needed, to ensure effective transfer of skills/knowledge.
- The Systems Officer will be required to liaise with interested parties (including external software suppliers) on a

|  |                         |              |
|--|-------------------------|--------------|
| <p>wide range of systems issues relating to WorkTribe, Infonetica and Idox (at time of writing). Communication with other Universities regarding System queries will also be required.</p> <ul style="list-style-type: none"> <li>The post holder will be responsible for providing senior University staff with analysis, data trends and management reports from the systems.</li> </ul> <p>The post holder does not have any budgetary responsibility.</p>  |                         |              |
| <p><b>Supplementary Information</b> You may wish to include information that has not been captured in the other sections but has an impact on the size of the role e.g. number of staff indirectly reporting to the post holder, the budget they manage, number and type of students or customers the job affects directly/indirectly, key internal and external relationships*.</p>   |                         |              |
| <p><b>Person Specification</b> This section describes the knowledge, experience &amp; competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.</p>  |                         |              |
| <p><b>Qualifications and Professional Memberships</b></p>  |                         |              |
| HNC, A level, NVQ 3, HND level or equivalent with some relevant experience.  | E                       |              |
| Or:<br><br>Broad vocational experience acquired through a combination of job-related vocational training and considerable on-the-job experience, demonstrating development through involvement in a series of progressively more demanding relevant work/roles.  |                         |              |
| <p><b>Technical Competencies (Experience and Knowledge)</b> This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance).</p> <p>Level 1: basic level of understanding/experience and can apply it with guidance.<br/>Level 2: good level of understanding/experience and can apply it with little or no guidance.<br/>Level 3: expert level of understanding/experience and can apply, develop it and guide others.</p> | Essential/<br>Desirable | Level<br>1-3 |
| Knowledge and understanding of the work practices, processes and procedures relevant to the role, which may include broader sector/commercial awareness.   | E                       | 2            |
| Strong operational knowledge of research information systems (preferably WorkTribe) relevant to own field of work in terms of functionality and capability.  | E                       | 2            |
| Experience of various information platforms, reporting and analysis of management Information and trends. Ability to learn other Systems.  | E                       | 2            |
| Strong Excel skills and the ability to manipulate and analyse data   | E                       | 2            |
| Experience of working in a customer service desk or related role   | D                       | n/a          |
| <p><b>Special Requirements</b> This may include a Disclosure and Barring Service (DBS) check, regular overseas travel, driving licence, shift work.</p>  | Essential/<br>Desirable |              |
| n/a  |                         |              |
| <p><b>Core Competencies</b> This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.</p>   | Level<br>1-3            |              |
| Communication  | 2                       |              |
| Adaptability and Flexibility   | 2                       |              |
| Customer, Client service and support   | 2                       |              |
| Planning and Organising  | 2                       |              |
| Continuous Improvement   | 2                       |              |
| Problem Solving and Decision-Making Skills   | 2                       |              |
| Creative and Analytical Thinking   | 2                       |              |
| Influencing, Persuasion and Negotiation Skills   | 1                       |              |
| Strategic Thinking and Leadership  | 1                       |              |
| Managing and Developing Performance  | n/a                     |              |

This Job Purpose outlines the core activities of the role. As the Department/Faculty and the post holder evolve, the duties and focus of the role may change. The University expects the post holder to adopt a flexible approach to work, including undertaking relevant training when necessary. If significant changes to the Job Purpose are required, the post holder will be consulted, and the changes will be reflected in a revised Job Purpose.

**All staff are expected to:**

- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Contribute towards broader university initiatives that have a positive impact on student experience, recruitment and campus operations. This may include participation in cross-functional activities such as open days, confirmation and clearing, welcome week, graduation.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your manager.
- Work supportively with colleagues, operating in a collegiate manner at all times.

**Help maintain a safe working environment by:**

- All staff have a statutory responsibility to take reasonable care of themselves and others and to prevent harm by their acts or omissions. All staff are, therefore, required to adhere to the University's Our Safety Policy Statement and associated Procedures.

## Organisational/Departmental Information & Key Relationships

### Background Information

The RII division supports the research and innovation activity across the University. Support teams are based in faculties and as part of an RII Office. The focus of the RII division is on excellence, assurance and operations. Teams support the lifecycle of research and innovation, supporting funder visits, finding opportunities, bidding and award through to demonstrating outcomes and impact (working closely with colleagues across other professional services, including Strategic Planning, Research Finance, Library and Learning Support Service and the Surrey Innovation District).

### Relationships

#### **Internal**

- Users of RII-related systems
- Finance
- Strategic Planning
- HR - resolving user access queries / issues.
- IT Services – raising tickets and supporting system Upgrades or implementations.

#### **External**

- WorkTribe (as a supplier)
- Worktribe SIG User Groups
- Idox (as supplier for ResearchConnect)
- Infonetica (as supplier for EthicsRM)

**Department Structure Chart** Please highlight the post holder's role by right clicking and selecting format shape, selecting solid fill and 2<sup>nd</sup> shade of blue in list. Boxes can be added/removed by right-clicking and selecting add shape or cut. Font should be Frutiger LT Std 45 Light (max font size 10\*).

