

## Centre Coordinator

Centre for Digital Innovations in Health & Social Care



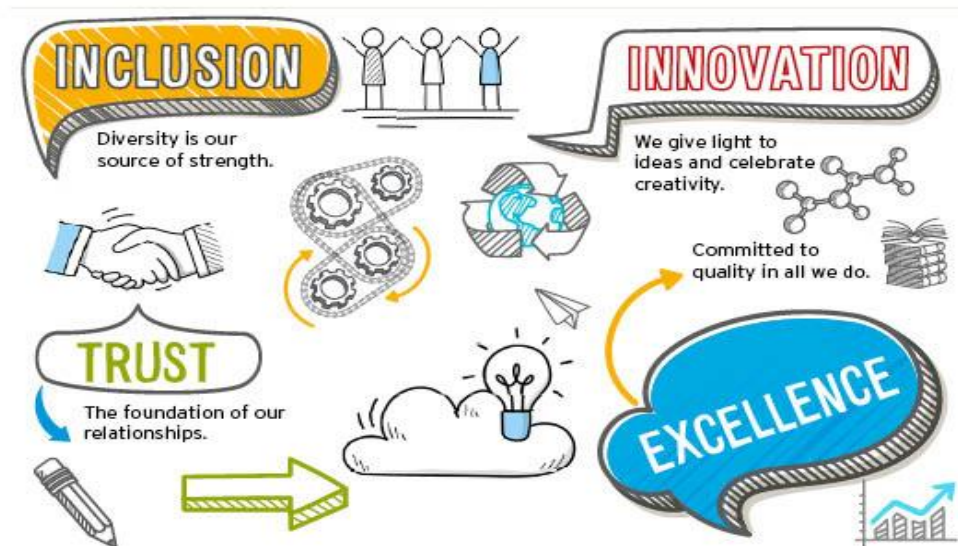
## Brief summary of the role

Role title:	Centre Coordinator
Grade:	5
Faculty or Directorate:	Faculty of Health Studies
Service or Department:	Centre for Digital Innovations in Health & Social Care
Location:	Hybrid – home/office (Main Campus/Wolfson Centre for Applied Health Research) or fully office based if preferred
Reports to:	Professor Rebecca Randell
Responsible for:	Administrative Support Assistant (to be appointed)
Work pattern:	Full time standard hours or flexible working (e.g. compressed hours) if preferred; willing to consider job share

## About the University of Bradford

### Values

At the University of Bradford, we are guided by our core values of Excellence, Trust, Innovation, and Inclusion. These values shape our approach and our commitment to making diversity, equity, and inclusion part of everything we do – from how we build our curriculum to how we build our workforce. It is the responsibility of every employee to uphold the university values.



### Equality, Diversity, and Inclusion (EDI)

At the University of Bradford, we are guided by our core values of Excellence, Trust, Innovation, and Inclusion. These values shape our approach and our commitment to making diversity, equity, and inclusion at the heart of everything we do.

We foster a work environment that's inclusive as well as diverse, where staff can be themselves and have the support and adjustments to be successful within their role.

We are dedicated to promoting equality and inclusivity throughout the university and have established several networks where individuals can find support and safe places fostering a sense of belonging and acceptance. We are committed to several equality charters such as Athena Swan, Race Equality Charter, Disability Confident and Stonewall University Champions Programme..

## Health, safety, and wellbeing

Health and Safety is a partnership between employee and employer each having responsibilities, as such all employees of the University have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions.

It is the responsibility of all employees that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

Managers should note they have a duty of care towards any staff they manage; academic staff also have a duty of care towards students.

All colleagues will need to ensure you are familiar with any relevant Health and Safety policies and procedures, seeking advice from the Central University Health and Safety team as appropriate.

We are registered members of the University Mental Health Charter. This visibly demonstrates our commitment to achieving cultural change in student and staff mental health and wellbeing across the whole university, whilst supporting the vision of our People Strategy to create a culture and environment of transformational diversity, inclusion and social mobility, creating a place where our values come to life and are evident in our approach.

## Information governance

Employees have a responsibility for the information and records (including student, health, financial and administrative records) that are gathered or used as part of their work undertaken for the University.

An employee must consult their manager if they have any doubts about the appropriate handling of the information and records with which they work.

All employees must always adhere to data protection legislation and the University's policies and procedures in relation to information governance and information security.

Employees will be required, when and where appropriate to the role, to comply with the processing of requests under the Freedom of Information Act 2000.

## Criminal record disclosures and working with vulnerable groups

Depending on the defined nature of your work and specialist area of expertise, the University may obtain a standard or enhanced disclosure through the Disclosure and Barring Service (DBS) under the Rehabilitation of Offenders Act 1974.

All employees of the University who have contact with children, young people, vulnerable adults, service users and their families must familiarise themselves, be aware of their responsibilities and adhere to the University's policy and Safeguarding Vulnerable Groups Act 2006.

The University is committed to protect and safeguard children, young people and Vulnerable Adults.

Suitable applicants will not be refused positions because of criminal record information or other information declared, where it has no bearing on the role (for which you are applying) and no risks have been identified against the duties you would be expected to perform as part of that role.

## Role holder: essential and desirable attributes

### Qualifications

<b>Essential</b>	<ul style="list-style-type: none"> <li>• GCSE English and Maths at grade C/4 or above (or equivalent)</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Undergraduate degree (2:ii or higher)</li> <li>• ECDL or equivalent</li> <li>• Membership of AHEP or equivalent</li> <li>• Project management qualification or equivalent experience</li> </ul>

### Experience, skills, and knowledge

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Experience of working in an administrative role within higher education</li> <li>• Evidence of using a variety of IT packages to a high standard, including word-processing packages, spreadsheets, and databases</li> <li>• Professional experience of developing and implementing digital and social media, including but not limited to</li> </ul>
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	<p>Facebook, Twitter, and YouTube</p> <ul style="list-style-type: none"> <li>• Experience of taking minutes and providing information at meetings</li> <li>• Ability to understand, interpret, disseminate and work to a range of established procedures</li> <li>• Ability to maintain, analyse and present information and data effectively</li> <li>• Ability to deal with a wide range of correspondence (via email, phone, and paper) and prepare and present appropriate responses</li> <li>• Accuracy and attention to detail</li> <li>• Ability to prioritise and coordinate own workload and workload of others, managing own time and working to set deadlines</li> <li>• Excellent communication and interpersonal skills, and ability to deliver exceptional customer service</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Experience of supporting research activities</li> <li>• Experience of managing staff</li> <li>• Experience of using online systems to develop and distribute e-bulletins</li> </ul>

Personal attributes

<p><b>Essential</b></p>	<ul style="list-style-type: none"> <li>• Commitment to delivering exceptional customer service</li> <li>• Commitment to engage with and contribute to the aims and objectives of the University</li> <li>• Commitment to engagement in positive working relationships</li> <li>• Understanding of the University’s commitment to Equality and Diversity</li> <li>• Committed to continuing personal/professional development</li> </ul>
<p><b>Desirable</b></p>	<ul style="list-style-type: none"> <li>•</li> </ul>



Thanks to Expanding Excellence in England funding, the University of Bradford's Centre for Digital Innovations in Health & Social Care is embarking on an exciting programme of rapid growth. We are seeking a Centre Coordinator to support the successful delivery of strategic objectives and the operational day-to-day activities of the Centre.

This is an indefinite position. The successful applicant will provide a range of administrative support to the Centre's portfolio of research, education, training, and consultancy activities. The Centre Coordinator will also play a key role in Centre marketing and communications, from strategy and planning to social media, website management, internal communications, development of marketing materials, and organising Centre seminars and stakeholder workshops.

## Main duties and responsibilities

### Centre support

1. Support the Centre Director and Business & Partnerships Manager in the successful delivery of strategic objectives and project plans and the operational day-to-day activities of Centre;
2. Provide line management support to Centre's Administrative Support Staff, setting objectives, allocating workload and taking responsibility for ensuring that HR processes such as recruitment and selection, leave requests, sickness monitoring and recording, PDRs are undertaken consistently and in accordance with University requirements.
3. To provide advice and guidance to Centre's Administrative Support Staff in the operation of their duties;
4. Lead on the on-boarding process for new staff ensuring that office allocation and appropriate equipment is provided in a timely manner;
5. Organise Centre seminars and stakeholder workshops, including booking venues and catering and promoting events;
6. Organise Advisory Board meetings and Lay Advisory Group meetings;
7. Attend Centre meetings, including Advisory Board meetings, and maintain a record of agreed actions;
8. Liaise with and organise payment of fees/ vouchers to our Lay Advisory Group;
9. Make travel arrangements and process travel expenses claims for Centre staff, including international travel, and arrange other purchasing as required;
10. Maintain oversight of purchase orders and invoices ensuring all data is processed in a timely manner;
11. Collegiately develop and maintain a rich internal network of contacts within the Faculty and wider University.

### Research support

12. Support academic and research staff in undertaking research through, for example:

- Collating any supplementary information needed for the timely and accurate preparation and submission of large bids and research grant applications;
- Organising project meetings; and
- Providing appropriate support to ensure that necessary ethical and other approvals are in place as required by project timelines.

13. Support academic and research staff in capturing research impact.

#### Training and consultancy

14. Be the main point of contact for matters relating to the Centre's portfolio of training activities and initial consultancy enquiries. It is expected that the post-holder will be able to deal with standard enquiries proactively and without supervision;
15. Liaise with customers, process bookings, send joining instructions, arrange payment of course fees and generate and send certificates of attendance;
16. Gather and collate student feedback and feedback from consultancy clients;
17. Be responsible for accurate and consistent data entry and maintain up-to-date, accurate and GDPR compliant databases and generate reports from them, as required.

#### Marketing and communications

18. Raise awareness of activities taking place in the Centre and support engagement and communication with stakeholders, through social media, newsletters, and other appropriate digital content and platforms;
19. Manage the Centre's social media accounts including engaging with audiences, scheduling, analysing and reporting on performance and ensuring a regular flow of content;
20. Use own initiative to ensure that the Centre's web pages are up to date, including information about seminars, short courses, dates and booking procedures, working with the Faculty's Digital Media Officer;
21. Work with Centre staff to ensure that their online profiles are kept up to date.

#### General

22. Meet PDR objectives and maintain a personal development plan, utilising the Performance Development Review Scheme;
23. Contribute to the working life of the Faculty and University and wider academic community;
24. Contribute to the financial sustainability of the Centre by identifying efficiencies, optimising resources and making savings;
25. Contribute to strategic and operational planning within the Faculty and wider University level and University ambitions including Athena SWAN and other external standards;

26. Demonstrate commitment to integrating and embedding equality, diversity and inclusion into core research and teaching practices to support the EDI Strategy.

These duties provide a framework for the role and should not be regarded as a definitive list. Other reasonable duties may be required consistent with the grade of the post.