



THE COLLEGE OF OPTOMETRISTS

Job Description

Knowledge and Research Co-ordinator

Department: Knowledge and Research (K&R)

Reports to: Knowledge and Research Manager

Key Relationships: Museum Curator
Library and Information Services Manager
Clinical Advisers
Director of Policy & Strategy
Clinical Management Guideline writers
Research team
Director of Research
Marketing and Communications team
Education team
Various College reference groups
Various professional groups
Patients and the public

Purpose of the Role

To support the Director of Knowledge & Research and the Knowledge & Research Manager with the effective delivery of the related elements of the business plan, by providing excellent administrative coordination and support, and maintaining and developing effective processes and policies, and ensuring that the work across the different teams in the Department work efficiently together.

Main responsibilities:

Knowledge & Research Team Administration

Support the Director of K&R and the K&R Manager with the effective coordination of the work of the team including:

1. Preparation of agenda and papers for, taking minutes of and arranging meetings for the Knowledge & Research team
2. Providing effective administrative support for the Research Committee, supporting the Committee's Chair and two vice-chairs, preparing papers and taking minutes of the meetings, and coordinating the membership and meetings of the various panels of the Research Committee.
3. Developing and maintaining effective processes and policies for the College's research grants, awards, and related projects.
4. Coordinating reporting on progress of business plans by requesting updates in time for deadlines and ensuring monitoring/reporting documents are completed, and this information and data are provided to the K&R Manager in a timely manner.
5. Coordinating and effectively administering the College's Research Grants and Awards, including dealing with invoices, ensuring that relevant conditions have

- been met and reports received prior to processing payments, maintaining accurate records of grant commitments and payments.
6. Monitoring the Research inbox and CRM enquiries assigned to team members, coordinating responses within the agreed timeframes, and ensuring messages are triaged to the correct person to develop full responses.
 7. Handling incoming calls for the K&R Team
 8. Supporting the K&R team to keep abreast of developments by collating sources of evidence, and tracking and sharing updates from external organisations.
 9. Supporting K&R team members with project administration and undertaking other administration across the department as required.
 10. Maintaining a log of knowledge management and research activities and their impact.
 11. Supporting the Director of K&R and the K&R Manager in monitoring team budgets, including logging expenses and invoices, completing credit card logs, and collating receipts.

Knowledge Management Group

12. Coordinate the work of Knowledge Management Group by ensuring that membership continues to include representatives from all teams across the College, new members are recruited as required, members are updated on key knowledge, management activities and are reminded of their assigned actions, and groups meet at agreed intervals.
13. Ensure that group meetings are minuted, action logs kept up to date, and future meetings planned and coordinated to enable as many members as possible to attend.

Journal and Dissemination Coordination

14. Support the K&R Manager by coordinating the work to ensure that the College's international research journal (OPO) is administered effectively, and the Editor in Chief has the support needed.
15. Coordinate the K&R department's dissemination activities, maintaining a log of resources and outputs, and coordinating plans to share and publish these in the most effective ways.

Other College work

16. Undertake other administrative tasks for the K&R departments when necessary.
17. Ensure the Museum Curator, Library and Information Services Manager and K&R Manager have the support they need to keep webpages related to research, information and library services and museum are kept up to date.
18. When needed, coordinate and update K&R team diaries, assisting with scheduling for meetings.
19. Ensure the CRM is kept updated with all relevant library, museum and research contacts and activities, and support the Museum Curator and Library and Information Services Manager with the update of their catalogues and databases.
20. Support the K&R Team with internal and external events, such as Open House and special Museum and Library events. Where feasible, support the College Events Team with events such as the College's annual conference and Diploma Ceremony.

21. Support the wider College team to work on the reception for the building, from time to time working at the desk near to reception (when in the building) and managing visitors entering and leaving the building.
22. Carry out from time to time and as directed, any other duties as required in addition to the above that will be both reasonable and within your capabilities.
23. Ensure that at all times, you take care of your health and safety and that of others by complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.
24. Act in accordance with the College values.

Person Specification

Experience

Essential: Experience in a varied administrative role, coordinating detailed processes that require accuracy and great attention to detail
 Experience of writing agendas, papers and minutes of meetings and making meeting arrangements
 Experience of supporting multiple projects, multi-tasking and working to tight deadlines
 Successful experience of working effectively on own initiative and within a team
 Experience of developing procedures and policies.
 Experience of updating webpages.

Desirable: Working in a professional body, or a clinical, policy or research environment
 Working closely with health professionals and/or the public
 Experience of providing high quality administrative support and co-ordination for research projects or teams.

Education / Qualifications

Essential: Qualification in Maths and English or equivalent experience that demonstrates good levels of numeracy and literacy

Desirable: Educated to degree level or equivalent experience

Skills and knowledge

Essential:

- Excellent written and oral communication skills
- Ability to summarise and clearly and concisely communicate information from a range of sources
- Ability to keep track of and apply detailed and complex processes
- Good attention to detail and accuracy
- Good working knowledge of MS Office: Word, Outlook, Excel, PowerPoint Teams and Sharepoint and accurate keyboard skills
- Ability to write agenda, papers and minutes, and make arrangements for meetings

- Ability to vary communications to suit different levels and people i.e. professionals, patients and the public
- Ability to pick up new terminology
- Able to work under pressure and meet deadlines
- Willingness to undertake routine tasks

Desirable:

- Experience of using databases or a CRM
- Experience of updating webpages
- Experience of working in a research or knowledge organisation

Competencies

- Planning and organising - highly organised with ability to plan ahead
- Team working and initiative - ability to work as part of a team
- Proactivity - proactive and self-motivated
- Attention to detail
- Adaptability - flexible approach to work.
- Problem Solving - ability to use initiative to solve problems
- Able to prioritise multiple projects and tasks

Additional Information

Typical working hours at the College are 9 am to 5 pm (7 hours, excluding lunch) working five days a week. We operate a flexible working window from 8 am to 6 pm where you can vary your start and end time (working a 7-hour day). This role is flexible and can be worked over a variety of working patterns. We are open to hybrid working (a mixture of home and office working), although the role will need to be at least 20 - 40% based in our London office.

The post holder may on occasion be required to work late to attend reference group meetings and applicants should therefore have some flexibility with regard to working hours. The post may also include some UK travel and occasional nights away from home.

Equal Opportunities and Inclusion

The College is committed to providing equal opportunities in employment and to avoiding unlawful discrimination. We value the differences that a diverse workforce brings to the organisation.

Our Values

We act with integrity and transparency

We listen and we learn

We demonstrate respect and professionalism

We achieve high quality

We champion diversity and inclusion

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Last Updated October 2022