

# Candidate Brief

Research and Innovation Services  
*Citations Officer*

*October 2022*





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“ Thank you for your interest in joining my colleagues in Research and Innovation Services (RIS) at Durham University.

RIS provides a central professional support role to the whole University community, supporting and enabling the delivery of world-leading research and knowledge exchange. Members of RIS engage in, drive forward and shape a broad mix of activities from research development through to partnerships engagement and research operations. Supported by our new Vice-Chancellor, Prof. Karen O'Brien, RIS is undergoing an exciting period of growth and embarking on a wide variety of new projects and areas of operation across the University which require additional capabilities and expertise.

You will find that the RIS community is supportive, collaborative and welcoming and when you join us you will have access to excellent professional development support, mentoring and sector-leading terms and conditions of employment.

We will be advertising a number of different roles over the academic year so please keep an eye on social media and the University recruitment web pages if this particular role doesn't meet your career goals. Equally please get in touch via [ris.support@durham.ac.uk](mailto:ris.support@durham.ac.uk) if you would like an informal discussion about your ambitions and skills and how they may meet our needs.

I am looking forward to welcoming new, ambitious, and enthusiastic colleagues to the RIS team over the next 12 months. Will you be one of them? ”

Professor Colin Bain

**Pro-Vice-Chancellor (Research)**

# About Durham University



## Inspiring the extraordinary

We are a high-performing Russell Group university, and believe that inspiring our staff and students to do outstanding things at Durham enables them to do outstanding things in the world.

We conduct boundary breaking research which improves lives across the world. We challenge our students and value a wider student experience that fosters participation and leadership at Durham and beyond. Our global alumni network - showing leadership in all forms of industry and human endeavour - is deeply committed to the University's advancement.

As we continue to grow, we attract students and staff from a diversity of geographies and backgrounds to our historic part of the world. We contribute to the success of the proud city, county and community that is Durham itself.

## Our core values

We are:



### Inspiring

By stimulating an instinct to challenge, encouraging innovative thinking and taking our responsibilities seriously, we foster a culture that inspires the extraordinary.



### Challenging

Always curious, we challenge ourselves and each other to answer the big questions and create a positive impact in the world.



### Innovative

From creative teaching practices and cutting-edge research to new ways of working, innovation is at the heart of what we do.



### Responsible

We take our duties as a centre of learning, neighbour and employer seriously, embracing all of our different communities and celebrating the differences that make us stronger together.



### Enabling

We create the opportunities, support and freedom for everyone at Durham to become the best they can be now, and in the future.

## Key numbers

<p><b>82<sup>nd</sup></b> in the QS World University Rankings 2022</p>	<p><b>17</b> Athena Swan awards</p>	<p><b>87%</b> of graduates find work or further study within six months of graduating</p>
<p><b>6<sup>th</sup></b> in Complete University Guide 2022</p>		<p>Over <b>20,000</b> students</p>
<p><b>6<sup>th</sup></b> in the Times and Sunday Times Good University Guide 2022</p>		
<p><b>5<sup>th</sup></b> in The Guardian 2022</p>		
<p>Over <b>185,000</b> alumni Top University for team sports <b>7 years running</b></p>	<p><b>TEF UK</b> Gold award</p>	<p><b>£79m</b> in research funding Nearly <b>£400m</b> income</p>
<p><b>33%</b> non-UK students</p>	<p>Over <b>4,300</b> staff members Recipient of the <b>Queen's Award</b> for Voluntary Service</p>	



# Working in RIS

Research and Innovation Services (RIS) is a professional services directorate at the heart of Durham University. We provide expertise and support to academics and colleagues across the university for all research, research-related and knowledge exchange activities.

Our people are our most important asset. Our success is tied to being able to attract, retain and develop outstanding staff from all backgrounds and identities.

We offer an excellent employment package with generous terms and conditions and we are committed to the training and development of our team. Hybrid and flexible working arrangements are available as well as generous leave, and opportunities for volunteering and professional development.

## Our vision

To facilitate world-leading research and knowledge exchange through a high-performing, high-quality service.

## We're growing

With the arrival of our new Vice-Chancellor, we are embarking on a period of significant change, building on existing areas of expertise and developing new areas of delivery.

We are undertaking recruitment in key strategic areas in support of our institutional growth ambitions. Our priorities are strategically and operationally aligned with the University Strategy with a focus on:

- Increasing external research funding
- Enhancing global reputation
- Regional engagement and impact
- Research culture development

## Delivering research excellence

We play a pivotal role in supporting research and research-related activities including research development, securing funding, ensuring good research practice and supporting the professional development of researchers. Over 90% of our research is classed as world-leading or internationally excellent (REF 2021).

## Engaging with industry

We actively partner with regional, national and international organisations making connections to academic expertise, student and graduate talent to support organisations and ensure we deliver real-world impact from the research we undertake.

## Supporting the region

We play a key role in supporting the region to succeed and we are working alongside other civic partners to ensure we maximise the positive impact we have and looking for new innovative solutions to delivery. Our portfolio of industrial partnerships is expanding along with the opportunity for us to support growth and the economy locally.

## Our culture

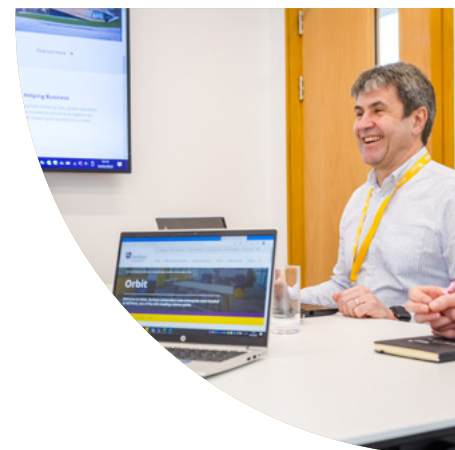
We are committed to creating a welcoming and inclusive environment where our people feel supported and valued, enabling them to not only succeed, but thrive.

RIS offers a positive, supportive, and constructive working environment. We value the opinions and expertise of our teams, actively seeking input to help shape departmental activities to ensure everyone can deliver to the best of their abilities.

Working in RIS you will get the chance to fully understand and contribute to how our University impacts civic society locally, nationally and globally whilst developing and enhancing your career.

We aspire to bring together enthusiastic, committed people, who are motivated to drive a step-change in research and knowledge exchange performance.

We hope to welcome you to RIS soon.



### Useful links

1. University Strategy 2017-2027 - Durham University
2. Pay and Wider Benefits - Durham University

# Citations Officer

## The role

Working arrangements for this post are full time, fixed term for two years.

Research and Innovation Services (RIS) provides guidance, expert advice and hands-on support for all aspects of research and research-related work, including securing funding, working with partners, undertaking knowledge exchange, demonstrating impact, commercialising outputs, ensuring good research practice and supporting professional development.

This post sits within the Policy, Systems and Performance team in RIS. The team is responsible for the University's research information management systems, the overall governance and ethical framework for both funded and unfunded research & research related activities across the institution, support for institutional strategy development and the compilation of relevant returns including HEBCI, KEF, KEC and REF.

The key purpose of the role is to assist in the delivery of the citations and global reputation project running at Durham University. The key responsibilities will be:

Development and provision of high-quality citations reporting

Supporting the Senior Manager Strategy and Performance in the delivery of the citation's improvement programme.

Working with key internal academic and professional services, and external stakeholders to understand and enhance current understanding and performance.

## Core responsibilities

- Recognised professional practitioner and service specialist.
- Implement changes to the design and development of service processes, techniques and deliverables for one or more service strands or project streams.
- Provide specialist expertise and support with complexity of data and information sources, interpretation and analysis.
- Contribute to development of operational service activities to ensure excellence in the stakeholder experience.
- Collect and analyse stakeholder feedback to help define needs and requirements and the design and planning of services.
- Internal and external relationship development and partnership working, networking and participation to engage and influence future services and the University reputation.
- Identify and design activities to meet learning objectives and outcomes.
- Deliver training, teaching and/or development delivery for stakeholders.
- Maintain an awareness of current policy for University business goals including provision of advice using specialist knowledge.
- Contribute to and lead business meetings, working groups and sub-committees at departmental and operational service levels.
- Responsible for managing small budgets for consumables and some capital items, keeping records and processing invoices.



## Specific role responsibilities

- Provide management for stakeholder service areas and/or processes ensuring a high-quality and timely service to all stakeholders, including prospective, existing and past students and staff.
- Contribute to operational leadership teams and decision making to shape the nature and level of support services.
- Analyse service data and provide reports to Service Heads making recommendations for improvement as appropriate.
- Provide proactive and comprehensive input and support to Head of Services, School and/or Department to achieve strategic and operational priorities.
- Provide advice to stakeholders in relation to University, School and or Department policy, procedures and regulations.
- Ensure the review and improvement of systems and procedures in line with University, School, Department or unit frameworks.
- Distribute service information and provide advice to stakeholders regarding compliance and regulations.
- Ensure regulations and procedures are updated to take account of internal and external changes.
- Coordinate and oversee committee working and deal with complaints.
- Provide training and/or instruction to stakeholders.
- Awareness of the external environment and sector best practice to support high quality services.
- Any other reasonable duties

## Person specification – skills, knowledge, qualifications and experience required

### Essential criteria

- Excellent oral and written communication skills and the ability to develop excellent working relationships both internally and externally.
- Proven IT skills, including use of Microsoft Office.
- Educated to degree level (or equivalent experience).
- Experience of providing specialist advice and guidance to a range of customers and colleagues, including more senior colleagues.
- Experience of being able to network effectively and develop strong and productive working relationships.
- Highly developed organisational skills, including project and time management

### Desirable criteria

- Continuing professional development required to maintain professional recognition.
- Professional practitioner with knowledge and expertise used to contribute to the delivery and development of services, events and activities within the organisation.
- Experience of using SciVal or other bibliometric databases





# About your application

## Recruitment process

Applications are particularly welcome from women and black and minority ethnic candidates, who are under-represented in academic and senior posts in the University. We are committed to equality: if for any reason you have taken a career break or periods of leave that may have impacted on your career path, such as maternity, adoption or parental leave, you may wish to disclose this in your application.

Durham University's Athena Swan institutional award recognises and celebrates good practice in recruiting and supporting the development of women. We have signed up to the Race Equality Charter, a national framework for improving the representation, progression and success of minority ethnic staff and students within higher education. We are also a Disability Confident employer.

## How to apply

We will only accept applications online via our **E-Recruitment System**.

Please note that in submitting your application, you will be allowing us to process your data. We would ask you to consider the relevant University Privacy Statement [durham.ac.uk/ig/dp/privacy/pnjobapplicants](https://durham.ac.uk/ig/dp/privacy/pnjobapplicants) which provides information on the collation, storing and use of data.

## Information if you have a disability

The University welcomes applications from disabled people. We are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to support the interview process wherever it is reasonable to do so and, where successful, adjustments will be made to support people within their role.

If you are unable to complete your application via our recruitment system, please get in touch with us on [e.recruitment@durham.ac.uk](mailto:e.recruitment@durham.ac.uk).

# Start something big



## What you are required to submit

- A CV
- A supporting statement or covering letter which outlines how you meet all of the criteria within the Person Specification.

For a chat about the role or any further information please contact [v.a.money@durham.ac.uk](mailto:v.a.money@durham.ac.uk)



“Working in RIS allows me the opportunity to support a diverse range of research projects that collectively have the potential to positively impact local communities, society and even the health of our planet.”

**Jamie**

“When I first joined the University and indeed RIS, I did not appreciate the depth and breadth of activity I would get involved in. Over the years I’ve done so much, ranging from implementing new IT systems to taking part in volunteering and cleaning some beautiful beaches in County Durham. Variety is key and that’s why I love my workplace: the opportunities for learning something new, challenging myself professionally and working with some of the ‘best in business’ most certainly have been and continue to be big motivating factors for me.”

**Leena**

“I love my role in RIS! It’s great to work centrally across the whole University. I get to work with so many different people from all different parts of the University and get involved in so many varied and interesting pieces of work, no day is ever the same!”

**Michelle**

“Working in RIS allows you to bridge the gap between world-leading University expertise and the ‘real world’. It’s great to play a role in societal and economic improvements in the region and further afield.”

**Helen**

