****

**Role Description – Research Coordinator**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Role title | Research Coordinator | Grade | 2 | Department | Research (Office of the CEO/ External affairs) |

|  |  |  |  |
| --- | --- | --- | --- |
| **Reports to *(1)*** | Head of External Affairs  | **Direct reports** | None |
| **Key relationships / interfaces *(1)*** | The role holder will work with multiple teams within APM (Knowledge, Marketing and events, Professional standards, Education and Lifelong Learning, External Affairs and Commercial) to support APM’s research programme and research related activity. The role holder will also engage with a wide range of external stakeholders Academics, students, corporate members. other professional bodies, technical writers and wider public both in the UK and internationally.  |
| **Role purpose *(2)*** | Provide support to APM’s research programme whilst leading small research projects. The role holder will act as a first point of contact for APM research providing advice and assistance to APM’s Research Manager. Key responsibilities will include: coordinating the production of APM’s Research Summary Series, providing financial information, information and data management, assisting the APM Research Fund and with research related events and providing content and dissemination support. The role holder will also provide support to wider thought leadership initiatives such as ‘Projecting the Future’.  |
| **Breadth of responsibility *(3)*** | The role holder will support APM’s Research Manager in delivering the APM Research programme ensuring that publications, events and research dissemination provides high quality content to support APM and the wider project management community whilst providing support to the wider External Affairs Team when required. |
| **Dimensions and limits of authority *(4)*** | To work within the agreed strategy, business plan and budgets for the activities.  |

| **Key responsibilities / accountabilities *(5)*** | **Key performance measures *(6)*** |
| --- | --- |
| To support APM’s research programme and strategyTo support the growth and credibility of APM’s research programme with key stakeholder groups. To act as an ambassador on behalf of APM in the absence of APM’s research Manager. | Working with APM’s Research Manager to maximising research impact: including capturing feedback, case studies and aiding the evaluation of research publicationsSupporting the development research events. Attending events on behalf of the APM and writing up briefing notes Ambassadorial skills – this role will involve working with a range of APM stakeholder groups including academics/corporates, individual and corporate members and other professional bodies |
| Leading the production of APM’s Research Summary Series  | Working closely with APM’s Research Manager, technical writers and authors to produce an annual agreed number of summaries and other outputs such as video or webinars. |
| Providing support to the APM’s wider thought leadership initiatives for example ‘Projecting the Future’ | Working closely with External Affairs colleagues to provide content and coordination support. |
| Acting as the primary point of contact for the APM Research Programme  | Answering enquiries received via telephone and research@apm.org.uk  |
| Supporting research and External Affairs communications  | Working with authors to disseminate research and publications and leading the production of APM’s research newsletter. This may also involve coordinating webinars on an ad-hoc basis.  |
| Managing research content on the APM website and contact management | Developing new web pages alongside APM’s web team and updating existing pages, creating links between different areas of content or suggesting a structure for a new resources area on the site; Maintaining APM research contacts and refreshing contact details on APM’s CRM system. |
| Coordinating APM’s research management and financial information to support impact and KPIs | Coordinating research information and data in terms of research impact and agreed KPIs. Requisitioning and managing purchase orders and assisting with other finance tasks, including budget tracking to monitor spend alongside APM Research Manager. Co-ordinating post-award finance for Research Fund studies for example. |
| Providing support to the External Affairs Team and the Office of the CEO when required | This may include providing communications and events support and financial assistance from time to time. |

**Person Specification – Research Co-ordinator**

|  |  |  |
| --- | --- | --- |
| **Attribute** | **Description** | **Essential / desirable** |
| **Qualifications** *(7)* | Degree or equivalent qualification or relevant work experience | Desirable |
| Relevant professional qualification e.g. ARMA | Desirable |
| **Experience** *(8)* | Experience of dealing with external and internal customers  | Essential |
| Experience gained in research, the education sector or within a professional body or similar | Desirable |
| Experience of delivering or supporting projects, including events, to a successful conclusion | Essential |
| **Knowledge** | Knowledge of the business environment that APM operates in and the importance of projects in organisations | Desirable |
| Knowledge of research - ideally would also have some previous theoretical or practical exposure to qualitative or quantitative research methodologies (e.g. through academic studies or work experience). | Desirable  |
| Knowledge of the education sector particularly universities and/or professional bodies | Desirable |
| **Skills** | Excellent IT skills in Microsoft Office, especially Outlook, Power Point, Excel, WordSocial Media experience/knowledgeExperience of working with CRM systemsExcellent communication skills in all media: digital, written, spoken | Essential |
| **Other** | Current driving licenceAble to spend occasional nights away from home | Desirable |
| **Behaviour / competency *(9)*** | Strong customer focus and willingness to learn | Essential |

| **Supporting Behaviours** |
| --- |
| **Behaviour** | **Description** |
| **Communication** | Able to build and maintain networks. Confident written and verbal communicator, able to use a range of tools. |
| **Customer and Supplier Focus** | Understands and is responsive to customer needs. Able to build and maintain customer relationships.  |
| **Working Together / Teamwork** | Works as part of a team with internal and external stakeholders at all levels.  |
| **Problem Solving and Ownership** | Takes ownership of problems and implements solutions. |
| **Improvement, Change and Creativity** | Identifies opportunities to improve and works collaboratively to achieve agreed goals.  |
| **Planning and Organising** | Plans and organises own workload to deliver objectives on time |
| **Organisational Commitment** | Demonstrates commitment to APM and embodies the values of the organisation by maintaining a professional image at all times.  |
| **Resilience** | Stays calm and focused under pressure, responding positively and constructively to challenges. |