

Universitas 21 Cluster Manager Job Description - Researcher Engagement



Salary:	Full time starting salary is normally in the range of £29,799 to £38,832 (dependent on experience), with potential progression once in post to £41,212 a year.
Reports to:	Director of Operations on a day-to-day basis but works closely with the Provost and all members of the secretariat who are based in Birmingham, Dublin and Tennessee.
Responsible for:	Co-ordination and full management of the Researcher Engagement Cluster, associated projects and initiatives.

Role summary

The Researcher Engagement Cluster Manager will manage U21's 'Researcher Engagement' Cluster, lead on the delivery of its initiatives, primarily with research-focused staff and students, and also provide more general project-based support to ensure U21 realises the full potential of its members and the network as a whole:

- Liaises closely with and acts in an advisory capacity to the cluster Academic Lead(s).
- Coordinates and actively manages the Cluster Steering Group(s) via meeting organisation, agenda preparation, meeting transcription and project management of action item delivery and follow-up.
- Defines and delivers cluster messaging and communications via U21 publications, website, social media etc. in coordination with the U21 Communications and Engagement Officer.
- Provides advice, direct assistance / support and organisational management of U21 cluster projects and events (in consultation with the event hosts).

About the organisation - Universitas 21

Founded in 1997, *Universitas 21* (U21) is a leading global network of research-intensive universities that empower our members to share excellence, collaborate across borders and nurture global knowledge exchange. Committed to promoting the value of internationalisation and multinational co-operation, U21 facilitates the delivery of programmes and activities, which could not be delivered through a single university or via bi-lateral agreements.

The work of the network is guided by the Vice Chancellors / Presidents of our members and supported by senior academic and administrative staff in each member university. The current Chair of U21 is Professor Sir David Eastwood of the University of Birmingham. Our work is co-ordinated by a central Secretariat,

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led by the U21 Provost, Professor Bairbre Redmond and the Director of Operations, Jade Bressington. This role will be based at the University of Birmingham, will report to the Director of Operations (also based in Birmingham) and will have a close working relationship with fellow U21 Cluster Managers and the rest of the U21 Secretariat.

Role and Responsibilities:

Cluster Support (Approx. 80%)	Main responsibilities to include:
1. Cluster Management - Steering Group	<ul style="list-style-type: none">• Foster a close working relationship with the cluster Academic Lead(s) ensuring regular and timely updates and appropriate levels of reporting.• Act in an advisory/consultative capacity to the cluster Academic Lead(s) and Steering Group.• Lead on the drafting and development of the cluster's Programmatic Plan with input from the Academic Lead(s) and Steering Group.• Plan and schedule meetings (face-to-face and teleconference) as required.• Prepare agendas and supporting documentation for meetings and distribute accordingly.• Transcribe minutes / actions for review by the Academic Lead(s) and distribute to the Steering Group.• Ensure action items itemised in the minutes are delivered and / or followed-up in a timely manner.
2. Cluster Management - Projects	<ul style="list-style-type: none">• Ensure cluster projects align with the cluster's programmatic plan, actively support their delivery and ensure they are completed to a high standard, within budget and on time.• Provide continued support and advice to colleagues leading on cluster projects to ensure these projects progress accordingly and regularly evaluate their effectiveness to ensure they continue to offer strategic value to the cluster.• Identify opportunities (in collaboration with the Steering Group and other cluster managers as applicable) and put together proposals for new projects that meet the strategic aims of the cluster and network as a whole.
3. Cluster Events	<ul style="list-style-type: none">• Work with and advise hosting institutions to ensure U21 sponsored events (meetings, conferences etc.) are organised to a high standard (in terms of both content and logistics) and meet the strategic aims of the cluster.

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	<ul style="list-style-type: none"> • Provide key information on cluster events to the U21 Communications and Engagement Officer for the U21 website, ensure event information remains current and the registration process is managed effectively. • Record delegate attendance at cluster events to inform measures of member engagement.
4. Cluster Communications (Internal and External)	<ul style="list-style-type: none"> • Act as main contact point for cluster enquiries and follow-up on such enquiries where/as appropriate. • Prepare promotional material for cluster events/activities for the website and social media updates via the U21 Communications and Engagement Officer. • Generate copy on cluster activities/events for all U21 publications e.g. U21 Connect, U21 Review etc. • Provide monthly update on key cluster activities/events to the U21 Provost for monthly Senior Leaders' update. • Update the Customer Relationship Management (CRM) with relevant cluster contacts and ensure database is kept up to date. • Ensure cluster webpages are kept up to date and relevant via regular liaison with the U21 Communications and Engagement Officer.
5. Budgets	<ul style="list-style-type: none"> • Oversee the cluster budget (in consultation with the Financial Controller), ensure spending is tracked and reconciled systematically, and that cluster projects and activities remain within budget. • Provide regular updates to the Cluster Academic Lead(s) to ensure agile decision making and prudent use of Cluster resources. • Prepare budget forecast for each financial year (in consultation with the Financial Controller).
6. Collaboration	<ul style="list-style-type: none"> • Actively collaborate with other cluster managers and U21 Provost on joint projects. • Provide support/back-up to other cluster managers in the event of absence, illness etc. • Share best practice across clusters and Secretariat where appropriate.
Secretariat Support (approx. 20%)	Main responsibilities to include
1. Event Management support for all network events	<ul style="list-style-type: none"> • Provide support to Secretariat colleagues with the organisation and management of U21 events (e.g. AGM and Senior Leaders' Group meeting).
2. Support the general operation of the Secretariat and	<ul style="list-style-type: none"> • Participate in Secretariat weekly meeting and update Rolling Action Register (if relevant) prior to the meeting.

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contribute to network wide projects	<ul style="list-style-type: none">• Work with Secretariat colleagues to develop and implement projects, administrative processes and procedures to ensure smoother operation of the Secretariat and network as a whole• Accountable for network-wide projects and responsibilities as appropriate, for example, strategic projects determined by the Director of Operations / Provost (to be determined).
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Required Knowledge, Skills, Qualifications and Experience:

- Educated to degree level or equivalent
- Experience of working and operating in complex environments with a variety of stakeholders
- Knowledge of, and commitment to, the higher education sector and a strong belief in the value of international education, coupled with an awareness of the current issues faced by the sector.
- Experience of managing projects, and supporting or developing programmes.
- Experience of managing a complex workload to multiple stakeholders, with projects running simultaneously.
- Personal confidence, independence, and determination to succeed as an individual and as part of a team.

Strategic thinking and perspective

- The ability to support strategic plans and deliver against agreed objectives.
- An analytical mind with proven and creative approach to problem solving
- Appreciation of the importance of measuring impact and direct experience of setting and delivering against targets
- Ability to analyse data, information and qualitative feedback to simplify and prioritise stakeholder requirements

Communication

- The ability to be collaborative and work effectively within remote and disparate teams with colleagues at all levels.
- Effective, confident communicator with people at all levels (written and verbal), including face-to-face interaction both physically and virtually.
- Excellent interpersonal skills, persuasiveness and ability to build relationships quickly and promote collaborative working.
- Confidence to interact on a regular basis with leaders and senior University staff from across the world, with a full appreciation of the impact of differences in culture etc.

Other

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- Ability to work under pressure and effectively prioritise a varied and diverse workload.
- Proactive, creative with the agility to respond to changing needs and requirements
- Methodical and meticulous with a high level of attention to detail and deadlines.
- Good all-round IT skills including an ability to learn new software packages quickly. Should be able to demonstrate competence across all aspects of MS Office (intermediate/advanced user of EXCEL and intermediate user of Word and PowerPoint) online systems and social media.
- Strong organisational skills with a demonstrable ability to work under own initiative (occasionally on a remote basis).
- The flexibility to work unsociable hours (evenings and weekends) when required and undertake regular overseas travel.

Key capabilities required within the role:

Strategic Thinking & Perspective - is able to think strategically, envisioning the future of their cluster in and beyond the context of the network. Contributes to the formation of operational plans to delivery strategy for their cluster and acts on opportunities to improve their area and interfacing areas. Analyses semi-complex information, identifies patterns, gaps and impact on own area and implements decisions in the best interests of their cluster.

Working Collaboratively – Fosters co-operation and collaborative internal and external partnership working in order to achieve common goals and ultimately deliver the needs of the cluster and the network as a whole. Contributes significantly to the building of understanding, consensus and commitment in coalitions and working groups. Promotes diversity of ideas in relationships with people and cultures, having the ability to work with colleagues at all levels of authority, competence and status in order to contribute to the effective operation and development of their own area.

Communication - Communicates with a wide range of styles appropriate to different individuals, groups and situations. Listens to and responds constructively to others, demonstrates understanding of own impact and perspectives of others and modifies behaviour accordingly. Gives and seeks both structured and informal feedback in a clear, open and constructive manner with colleagues Uses a range of communication and influencing skills and strategies, including negotiating with others outside own area to gain commitment to a change, or course of action