



Executive Director Research and Innovation Services Operations

Candidate Pack

July 2020



UCL

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ABOUT UCL

UCL is one of the world's top universities. Since 1826, we have championed independent thought by attracting and nurturing the world's best minds. Global rankings consistently place us among the top ten universities in the world. Our excellence extends across all academic disciplines: from one of Europe's largest and most productive hubs for biomedical science interacting with the leading London hospitals, to world-renowned centres for architecture (UCL Bartlett), fine art (UCL Slade School) and education (UCL Institute of Education).

Staff and former students have included 29 Nobel prize-winners. We are a truly international community: more than one-third of our student body – which is more than 41,000 strong – come from 150 countries and nearly one-third of staff are from outside the UK. At UCL we offer postgraduate research opportunities in all of our subjects and provide around 200 undergraduate programmes and more than 400 taught postgraduate programmes. Approximately 54% of our student community is engaged in graduate studies, with nearly 25% of these graduate students pursuing research degrees.

Vision

UCL's distinctive approach to research, education and innovation will further inspire their community of staff, students and partners to transform how the world is understood, how knowledge is created and shared and the way that global problems are solved.

Mission

London's Global University: a diverse intellectual community, engaged with the wider world and committed to changing it for the better; recognised for radical and critical thinking and its widespread influence; with an outstanding ability to integrate education, research, innovation and enterprise for the long-term benefit of humanity.

For more information on UCL's 20-year strategy please visit: <https://www.ucl.ac.uk/2034/>

THE OPPORTUNITY

Context

UCL is London's leading multidisciplinary university, with more than 13,000 staff and 41,000 students from 150 different countries. As well as being a global leader in teaching, we are recognised as one of the most successful research institutions in the world. This focus on research, innovation and entrepreneurialism generates a continuous stream of revenue generating opportunities that require support.

We are a Research Powerhouse; the top-rated university in the UK for research strength in the Research Excellence Framework (REF), published in December 2014.

At UCL our Research and Innovation portfolio has grown significantly in recent years, in terms of volume and the scope of the activities. Services span a large community based on functional, disciplinary, or divisional boundaries, creating a complex support system to navigate for users and support staff. A major project has been undertaken to look at the Research and Innovation support model and has recommended the creation of this key new position.

The Executive Director will be charged with helping transform the research & innovation support service, enabling the academic community to deliver research excellence, innovation activities and to maximise impact.

The Role

The *Executive Director: RISO* is a member of the Professional Services Leadership Team and reports into the Chief Operating Officer, Fiona Ryland. Fiona joined the organisation from the private sector, and she took on the COO role in January 2019 after 2 years as UCL's HR Director. The *Executive Director: RISO* will sit in the University's professional services team; covering Finance, HR, IT, Estates, Procurement, Research and Legal, all supporting UCL and its mission.



Reports to: Chief Operating Officer

Department: Research & Innovation Support Operations

Location: The role will be based in multiple, Central London locations with core offices at Bloomsbury

Purpose

- The Executive Director of RISO is responsible for the operation, management, development and delivery of transformational research and innovation support services that help deliver the University's strategic objectives.
- As a member of the Professional Services Leadership Team, you will play a key role in the overall leadership, support and transformation of professional services.
- You will work with key stakeholders across UCL to enable UCL's research and innovation mission.
- You will build, develop and maintain best in the sector support services, delivered by highly capable people, processes and systems
- Develop rich and useful management information to support SLA development, evidence-based decisions and assess performance of R&I services
- Identifying, implementing, and maintaining effective and efficient business processes and systems that allow staff to focus on research and innovation support delivery
- Identifying, reviewing and where appropriate implementing innovative and thought leading research and innovation support practices
- Managing external benchmarking and audit requirements ensuring that results are satisfactory and develop year on year
- Making a significant and valued contribution to the Professional Services Leadership Team, jointly shaping the Professional Services strategic plan and driving its execution
- Develop appropriate institutional policies and procedures to promote compliant, ethical, and responsible design, and conduct reporting, and reviewing of research in accordance with appropriate regulations

Duties & Responsibilities

- Developing and executing a research and innovation support strategy that enables the delivery of the organisation's medium and long-term functional goals and objectives
- Building and maintaining an operational plan to understand and anticipate the pipeline of research and innovation requirements
- Recruiting, developing & retaining highly capable staff, supported by clear development/career plans and performance management processes
- Defining and building a Research and Innovation Support Services function and operating model and gaining senior management buy-in and approval
- Being the senior service partner to the academic community and co-owning the service partnership framework to measure and manage R&I support services, including being co-chair of the Service Partnership Board



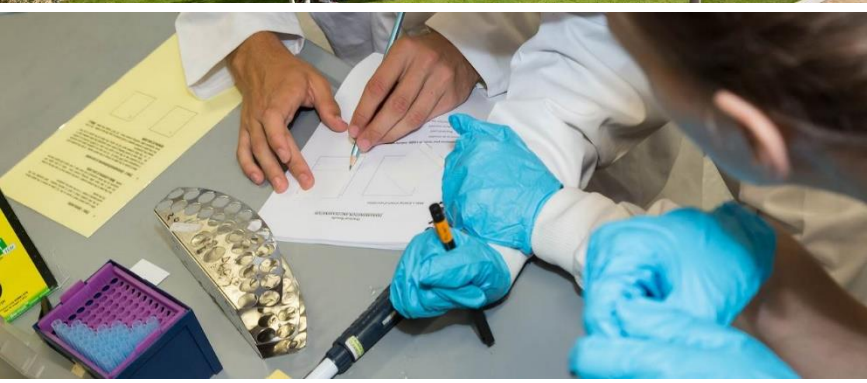
THE INDIVIDUAL

Qualifications & experience

- Experience of working at a senior level in a research and innovation environment
- Engaging leadership style & brilliant communicator.
- A successful track record of driving innovation and service improvements
- A successful track record of delivery of major projects with organisation-wide impact.
- Active involvement in relevant professional and external organisations, or the ability to rapidly establish relevant external networks
- Senior management experience in a Research and Innovation role, working in a complex environment, with a diverse range of stakeholders
- Experience of delivering a transformation strategy to achieve institutional objectives and drive value
- Experience of strategic planning and successfully presenting strategy at executive and board level
- Experience of managing organisational change

Skills & abilities

- Confident and credible communicator with the ability to build strong internal and external relationships at a senior level
- Tenacious and results driven with sound judgment and a high degree of persistence
- Highly collaborative with the proven ability to deliver successful outcomes through effective joint working
- Innovative and creative with a willingness to positively challenge the status quo





A WORLD-CLASS WORKFORCE

Our staff community is made up of more than 13,000 outstanding academic and professional staff. We recruit the best talent from all over the world. Our people are solving global problems and inspiring the next generation.

A 21st-century workforce

We hire great talent from all over the world. Wherever you come from, there is a place for you at UCL if you have the drive and commitment to be the best in your field. We are interested in candidates with different types of experience, whether you are already in the education sector or not. If you relish innovation, you will feel at home here. We are building the team that will take us to 2034 and fulfil our ambitious strategy. This is not just about hiring great people, but about developing them and helping them realise their full potential.

We are also building an estate to match our 2034 aspirations. By 2034, our workforce will have more accessible, sustainable places to work, meet and collaborate as well as sector-leading spaces, such as the New Student Centre, designed for students to immerse themselves in our learning environment. We are taking a whole new approach to building – every new space is thoughtfully designed with its users in mind to ensure long-term value and future-proofing. We are also adopting the latest working practices at UCL to enable everyone to work in a way that suits them. Our people benefit from using the latest technologies, accessing leading libraries and archives and receiving specialist IT support.

“If you join UCL, you will be joining a world-class team full of talented individuals. As London’s Global University, we work incredibly hard to attract, develop and retain the people that we need to deliver our academic mission.”

– FIONA RYLAND, CHIEF OPERATING OFFICER

WE LOOK FOR GREAT TALENT

Our distinctive approach to research, education and innovation will further inspire our community of staff, students and partners to transform how the world is understood, how knowledge is created and shared and the way that global problems are solved.

UCL 2034

UCL 2034 is the university's 20-year strategy, setting out our vision for the future. It has six principal themes: academic leadership; integration of research and education; global challenges; accessible and publicly engaged; London's Global University and delivering global impact. It underpins everything that we are and everything we do, and builds upon our founding principles, including opening up education in England for the first time to students of any religion.

Transforming UCL

The six principal themes identified in the 2034 strategy require high standards from our working environment. Transforming UCL is the largest capital programme in the university's history and marks a turning point in the size, scope and capability of our estate.

The substantial investment of more than £1.2 billion over 10 years will refurbish and develop some of our most iconic buildings, while also creating new world-class buildings. Together, these will enable and support the university's continued growth as we continue to build our global view now and for the future. For more information please visit www.ucl.ac.uk/transforming-ucl/

Transforming our Professional Services

UCL has also embarked on a major change programme to 'Transform Our Professional Services' (TOPS). The vision recognises that to sustain our position as a world-leading university, UCL needs responsive and integrated professional services to support and work alongside its academic staff. These services need to be effective and efficient, and at the same time create an environment in which staff personally develop and have fulfilling careers. For more information please go to www.ucl.ac.uk/transforming-our-professional-services/



UCL East

UCL East is our new campus on London's Queen Elizabeth Olympic Park. It will be the largest-ever single expansion of UCL since the university was founded nearly 200 years ago. Envisaged as a radical new model for how a university campus can be embedded in the community, it will provide world-leading research, education, entrepreneurship and innovation.

UCL East will undeniably be part of UCL's DNA, building on and embodying our position as London's Global University. It will also be original in its scope, reach and connections with the local community, the urban surroundings and the Olympic Park. It will be a place for new activities and initiatives at UCL, nurturing creativity and supporting interaction between disciplines.

THE CULTURE OF UCL

UCL is a dynamic place to work, study and play. Our culture is underpinned by our 10 core values that shape who we are.

Activities for all

There are a huge range of exciting things happening at UCL. Being here is culturally enriching. Social and extra-curricular activities for people include:

- A regular programme of Lunch Hour Lectures.
- Access to a huge selection of evening events from seminars and debates to screenings and comedy nights. Most events are free.
- The option to join the Institute of Making and use their cutting-edge facilities.
- Complimentary membership of all UCL libraries.
- The option to join the UCL Chamber Music Club, the Housman Room (Academic Staff Common Room) and other clubs.
- The opportunity to join vibrant staff diversity networks, such as Enable (for Disabled staff), the LGBTQ staff network, UCL Women, Astrea and RaceMatters@UCL.
- Three museums on campus to visit during your lunchbreak.
- The chance to learn a language via our discounted evening classes.
- Be proud to work at a university that is championing both environmental and social sustainability and join a strong community of staff and students committed to helping. Enjoy Green Champion socials, environmental training and a variety of greening events such as cycling lessons and bird walks.
- While seemingly our estate is urban, UCL is home to specialist city flora and fauna including peregrine falcons, kestrels and bats with more than 250 buildings worth of green spaces. Grow your own food in our allotment and enjoy lunch in our gardens and squares.

UCL's values

- Commitment to excellence and advancement on merit.
- Fairness and equality.
- Diversity.
- Collegiality and community-building.
- Inclusiveness.
- Openness.
- Ethically acceptable standards of conduct.
- Fostering innovation and creativity
- Developing leadership.
- Environmental sustainability.

“Here at UCL, the wellbeing of our people is a priority. Our culture is one where people are valued and recognised for their contribution.”

- KAREN SMITH, HEAD OF WELLBEING





Equality, Diversity and Inclusion

We wish to foster a positive culture where all staff and students can flourish.

Fostering a diverse and inclusive learning and working environment is crucial to innovation, productivity and wellbeing and, therefore, the university's success. It starts at the top: equality objectives are a key feature of the annual performance plans of each member of the Senior Management Team. Members of the Senior Management Team also take on equality leadership roles. Fiona Ryland, (COO) is our Disability Equality Champion; Dame Nicola Brewer, Vice-Provost (International) is our Gender Equality Champion; Professor Anthony Smith, Vice-Provost (Education & Student Affairs) is our Lesbian, Gay, Bisexual, Trans, Queer/Questioning and others (LGBTQ+) Equality Champion; and Professor Geraint Rees is our Race Equality Champion.

UCL's Equality, Diversity and Inclusion Strategy 2015-2020 sets out how we will tackle the underrepresentation of female, Black and Minority Ethnic (BME) and Disabled staff in senior grades. We will also improve the support available to our people around pregnancy, maternity, paternity, childcare and caring responsibilities. The university offers one of the most generous paternity entitlements in the sector.

UCL is a founder member of the Athena SWAN Charter, which promotes gender equality and gender identity equality in higher education, and our sustained success has been acknowledged with an Athena SWAN silver award for the university and several departmental gold awards.

Since 2015, UCL has held a Race Equality Charter Bronze Award and we were one of the first universities in the UK to receive this award. The Race Charter recognises UCL's commitment to trying to improve the representation, progression and success of BME staff and students within higher education.

UCL is also working towards the Business Disability Forum's Disability Standard accreditation and the Stonewall Workplace Equality Index for LGBTQ+ staff. UCL currently is a Diversity Champion.

“It is critical to UCL's academic mission that discriminatory barriers and attitudes are challenged so that all members of the UCL community can reach their full potential.”

- PROFESSOR JEOMA UCHEGBU, PROVOST'S ENVOY FOR RACE EQUALITY

STAFF BENEFITS

We offer a comprehensive benefits package, including generous annual leave, enhanced maternity, paternity and adoption pay, a relocation scheme, season ticket loans, an Employee Assistance Programme and discounts through the NUS Extra card.

The UCL offering

Our benefits package is designed to offer something for everyone, whatever your personal circumstances. Wellbeing is at the heart of our package and UCL is a pioneer when it comes to family-friendly benefits. We are always listening to staff feedback about our benefits, particularly through the biennial Staff Survey, and will be introducing the purchase of additional annual leave due to popular demand.

We are also committed to considering applications on a part-time, flexible or job share basis wherever possible.

Furthermore, with UCL covering a vast range of degrees and disciplines, and as the UK's second largest university by student headcount, you will be in a diverse and enriching environment. Becoming part of the UCL community provides access to free Lunch Hour Lectures, exhibitions and museums and collections. UCL employs some of the world leaders in their relevant fields, including several Nobel Prize winners – so there truly is potentially unrivalled access to the very best experts in any topic of interest.



“83% of staff believe that their work gives them a sense of personal accomplishment and 82% of staff understand how their work contributes to the success of UCL.”

Highlights

- A generous leave entitlement, including 27 days annual leave, six closure days plus statutory holidays. Carers' leave and unpaid leave are also available, as well as the opportunity to carry five days over each year.
- From day one: enhanced maternity, adoption and shared parental leave and four weeks paid paternity/partners leave.
- A one-term gender equality sabbatical for academics returning from maternity leave – to catch up on their research without teaching load.
- A workplace nursery with limited places.
- An excellent pension scheme, with an 19.5% employer contribution (USS).
- Season ticket loans and a cycle scheme.
- The option to purchase a NUS Extra card for a range of discounts.
- A free programme of training courses and development opportunities run at UCL, a study assistance scheme to help fund external professional development and free library access for all staff. Discounts on evening language courses are also offered.
- The potential for secondments and internal mobility as part of your career development.
- Health and wellbeing benefits including an Employee Assistance Programme and discounted medical insurance.

HOW TO APPLY

Saxton Bampfylde Ltd is acting as the employment agency adviser to UCL on this appointment. Applications should be sent by the closing date of **noon on Tuesday 18 August**.

Candidates should apply for this role through our website at **www.saxbam.com/appointments using code KAYUH**.

Click on the '**apply**' button and follow the instructions to upload a CV and cover letter, and complete the online equal opportunities monitoring form.

The equal opportunities monitoring online form will not be shared with anyone involved in assessing your application. Please complete as part of the application process.

The closing date for applications is noon on **Tuesday 18 August 2020**.

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