



JOB PROFILE

Post Title:	St Helena Research Institute (SHRI) Support Officer
Portfolio:	Education, Skills and Employment
Responsible to:	St Helena Research Institute Coordinator
Responsible for:	No direct reports
Grade:	Band C

Job Purpose

To improve the lives of all within our community and help the island thrive by managing and monitoring the research opportunities on St Helena and undertaking data and office management which support the development and delivery of research on St Helena.

Main Duties and Responsibilities

1. Responsible for managing a comprehensive database for local and off shore research applications that are relevant to the research processes.
2. Manage the administration process and administrative duties for researchers and St Helena Research Institute (SHRI) which includes:
 - Respond to enquires within three days of receipt of emails, maintain an enquiry log for the Research Institute
 - Give practical advice and guidance to researchers enquiring about and delivering approved research on St Helena and, or direct them to others who can help.
 - Keep track of approved research and export permits using the SHRI research register, an Excel spreadsheet.
 - Booking of bench spaces for researchers
3. In liaison with the SHRI team, produce an annual calendar of events for the Research Institute that contributes to the development of the Lifelong Learning Sector Organisational Improvement plan.
4. Provide secretarial support for the Research Council and any other meetings it is appropriate for you to be asked to do so.
 - Organise meetings
 - Prepare and disseminate agendas, minutes and any other relevant documentation as required by the Chair
 - Taking minutes at meetings and preparing them for dissemination to all relevant members.



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5. Responsible for advising potential researchers of potential/suitable dates for visiting the island and refer them to the relevant specialised personal.
6. Keep up to date records of all the financial transactions of the St Helena Research Institute and its projects within the trading and project accounts in accordance with SHG Financial Regulations.
7. Prepare invoices for research licences and chargeable services based on Education, Skills & Employment Portfolio charging policy and ensure the safekeeping of all receipts and invoices as evidence to support the accounts and for auditing purposes.
8. Monitor the quality and effectiveness of the SHRI to ensure the best achievement for researchers through feedback forms/evaluation surveys. Present outcomes of surveys and summary statistics of research on St Helena in the form of reports and presentations to stakeholders including Senior Management, SHRC and SHG.
9. With the SHRI Coordinator produce research statistics (number of Research Licences, number of export permits, range of research topics, SHRI KPI targets) for management reporting to the Senior Management Team and SHRC.
10. Responsible for marketing and promotion of SHRI under direction from SHRI Coordinator. Work with SHRI staff to publish communications about the research on St Helena and the work of the Research Institute including advertisements, notifications of approved research and other news through the SHRI website, SHG and other media services and social media platforms.
11. Assist with the organisation and arrangements for SHRI events.
12. In absence of the SHRI Coordinator give support to SHRI staff and project personnel and any casual or temporary staff, or researchers, by providing office administrative support and monitor information so that they can carry out their duties effectively.
13. Take responsibility for own development and help others acquire skills and experience.

Special Conditions

Occasional out-of-hours working in order to support SHRI in delivering its services.

This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.



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Core Competency Framework

Competency	Level
Professional Development: <i>N/A</i>	i
Planning & Delivery of Work: <i>Work is delivered on time, efficiently and to the required quality standards with clarification sought when necessary and relevant parties kept up to date on progress.</i>	ii
Analysis and use of Information: <i>Gathers, summarises and interprets data with attention to detail. Follows guideline for identifying problems and capable of resolving day-to-day problems.</i>	ii
Decision Making: <i>Ability to act on own initiative and confident in making decisions within policy guidelines.</i>	ii
Working with Others: <i>Engages effectively with senior managers and other stakeholders using a range of communication mechanism, and shares and implements good practice with all.</i>	iii
Communication: <i>Ensure important messages are understood and written communications are well structured and have clear meaning. Presents information that have a positive impact on others and engages with them to understand their needs</i>	iii
Influencing and Persuading: <i>Encourages, provides and is receptive to constructive feedback to improve performance of self and team. Remains constructive when disagreeing or challenging and ensures alternative approaches to work are effective in meeting the organisation and individual needs.</i>	iii
Dealing with Change: <i>Flexible and adaptable to change</i>	i
Continuous Improvement: <i>Willing to learn and develop self and team in job role to work efficiently.</i>	ii
Managing Resources: <i>Works within appropriate guidelines and capable of dealing with varied situations with limited guidance.</i>	ii



PERSON SPECIFICATION

Criteria	Essential / Desirable	Application Form	Selection Process
Qualifications:			
A Level 2 or above qualification in at least two relevant subjects – such as English, Maths, ICT, Business Administration, Science, Customer Service etc. or equivalent level of demonstrable attainment or experience	E	√	
Recognised qualification in ICT e.g. ECDL	E	√	
Knowledge & Experience:			
Experience of making recommendations for improvements in relation to systems and administrative processes	E		√
An understanding of how to handle, resolve and escalate enquiries and pass on information promptly	E		√
Experience of working independently and as part of a team	E		√
Experience of using information to develop solutions and solve problems	E		√
Experience in working in an Administration function	E	√	
Experience of minute taking	D	√	
Skills and Abilities:			
Proven and effective administrative skills. Understands the need for confidentiality	E		√
Good written and verbal communication skills	E		√
Confident in using ICT systems relevant to role, including Management Information Systems and MS Office	E		√
Able to work on own initiative without constant supervision	E		√
Excellent interpersonal skills, able to communicate effectively and professionally and remain calm and polite under pressure	E		√
Demonstrates attention to detail and works methodically, responding to changes to meet deadlines	E		√
Able to help others acquire skills and experience	E		√



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Other:			
Willingness to work flexibly	E		√
Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults	E		√
Contribute to a positive working environment ensuring commitment to equality and diversity	E		√

Our Values

FAIRNESS

We act as role models and have fair and consistent standards. We champion equality, inclusion and respect.

INTEGRITY

We communicate openly and we are honest, accountable and ethical.

TEAMWORK

We work together and we support each other.