

Research Operations Hub - Service Definition

This document describes the support services provided by the Research Operations Hub (ROH) team.

The ROH is part of end to end research support within Research Innovation and Knowledge Exchange (RIKE).

The Research Operations Hub will provide system wide coordination and institutional oversight by taking the lead on:

- Systems and process development and their continual improvement, development and implementation of processes, systems and policies to support grant and risk management.
- The design and coordination of University-wide learning and development for research administration
- Institutional audits, data analysis and statutory returns

The team supports the following three areas of activity:

1. **Pre-Award** (*working with academics to create budgets, handling internal approvals processes and project management of submission process*)
2. **Post-Award** (*accepting awards, setting up budgets and managing finances throughout lifecycle of grant*)
3. **Environment** (*supporting strategic thinking around funding, helping academics to engage with new opportunities, and supporting the creation of a strong departmental research environment*)

Key objectives: Interim

Systems

- Investigate and scope digital integration options for systems interface
- Research/Financial data integrity
- Manage effective and up to date institutional registrations

Learning and Development

- Identify, develop and implement a comprehensive suite of policy and systems documentation
- Continual update and improvement of process and policy related to all aspects of research operations support
- Design and implement a Research Support Learning and Development platform that is accessible and EDI compliant to research operations staff

Institutional and statutory requirements

- HEBCI, ResearchFish, FOI, Research Reporting, Institutional Audits
- Provide timely planned and reactive responses to a variety of research support queries