

Role and person profile

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| Post title: | Research Impact and Engagement Manager | Location: | Manchester or Guildford |
| Division: | Research and Regulation | Department: | Research and Development |
| Reports to: | Director of Research and Analysis | Responsible for: | Editor Placement Student |
| Scale: | SCP 31 | Permanent/FTC/Temp: | Permanent |
| Post no: | | | |

Section 1 – Accountabilities

Main role purpose:

To lead the planning and implementation of mechanisms to ensure and monitor research impact, manage the internal and external communication and dissemination of the work of the Research and Regulation business area.

To engender high levels of performance by modelling best practice in AQA's leadership habits and by modelling and championing AQA's values and behaviours.

To foster processes of knowledge exchange and co-creation and ensure that the work of AQA's research team is effectively communicated and achieves impact across the business and beyond.

The postholder will work with colleagues from across AQA to establish and maintain liaison channels, ensuring that the research team documents and communications are clear and fit for purpose by managing an editing service for research team outputs.

See strategy if required <http://thehub.aqa.org.uk/About/2020-strategy>

| Key result areas: | Outcomes: |
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| Customer (external or internal) Trusted and reliable products and insight that build AQA's reputation and influence | Lead on the development and implementation of two-way communication channels between the research team and the business that foster collaboration with colleagues, engaging with researchers early to help them integrate impact from the start of their projects. To establish and manage relevant cross-AQA networks and groups, facilitating processes of knowledge exchange and co-creation. |
| | Manage communication and dissemination of Research and Regulation work with the rest of the business and with external stakeholders, providing proactive support and advice to team members to ensure high quality impact and engagement activities and liaison with colleagues from across the business. |

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| | <p>Promote understanding of, and engagement with, research and its impact. Monitor and report on the impact of AQA's research across the business, in our industry and in the wider assessment community.</p> <p>Act as first point of contact between the Research team and colleagues in Corporate Communications, PR and Media, and other relevant externally-facing teams across the business, ensuring effective liaison that uses available channels to demonstrate the benefits of AQA's research to external audiences and maximise the impact of that research.</p> <p>Regularly review the research impact and engagement function, and to ensure that delivery of the function reflects good practice and meets the changing needs of the business.</p> <p>Demonstrate commercial flexibility by undertaking other responsibilities which are of a commensurate level as business needs change.</p> |
| Finance | <p>Working with the Director of Research and Analysis, to produce an annual expenditure and resourcing plan, such that objectives are achieved within financial targets.</p> <p>Regularly review costs, and encourage efficiencies as part of a continuous improvement programme.</p> |
| Product and internal processes Secure, reliable, agile and cost effective processes | <p>Lead on the design, editing and production of AQA research team publications.</p> <p>Manage an editing service for research outputs, including papers, reports, presentations and posters.</p> <p>Ensure compliance with the letter and spirit of AQA's policies and other regulatory and legislative requirements, including HSE, Equal Opportunities, ISMS and GDPR.</p> |
| People and culture Great people achieving their potential | <p>Recruit, train, lead and manage the Research Editor, ensuring that plans are delivered to consistent high quality and responsive to business needs.</p> <p>Model appropriate leadership behaviours with confidence to get the very best from direct reports and colleagues by providing clarity, feedback, coaching and development, while continuously seeking to enhance project delivery in line with business objectives.</p> <p>Engender high levels of performance by modelling AQA's values and leadership habits, and by both listening, and providing direction, in line with business objectives.</p> <p>Model and encourage a motivated and positive team culture, focussed on service delivery and continuous improvement.</p> <p>Champion and foster a culture of accountability.</p> <p>Work collaboratively with other members of the Research and Regulation leadership team to provide leadership across the business area, and contribute to the Research and Regulation leadership team agenda.</p> |
| Technology | <p>Make good use of appropriate and innovative digital tools for communication, content creation and information processing in order to work effectively and efficiently, in support of the achievement of AQA strategic objectives.</p> |

Government and external

Support colleagues representing AQA research at external meetings, providing advice on communication issues to assist them in influencing decisions in the interests of the organisation.

Section 2 – Key relationships and performance

Key internal relationships:

- AQA colleagues across all departments.
- Senior managers and senior leadership teams
- Colleagues in Corporate Communications, PR and Media teams.

Key external relationships:

- Customers and stakeholders
- Suppliers and contractors.

Section 3 – Person profile

| Knowledge | Assessment |
|---|------------|
| Understanding of current thinking on how to communicate research outputs and how to ensure that research achieves impact. | I/P |
| Broad understanding of the political and educational context within which AQA works. | I/P |
| Understanding of how research contributes to organisational and societal impact, including understanding of theories and practice of knowledge exchange and knowledge utilisation. | I/P |
| Qualifications | |
| Educated to degree level or equivalent professional qualification or experience | A |
| Skills | |
| Self-motivated and able to successfully manage, motivate and develop individuals, leading by example. | A/I/P |
| Proven ability to develop and maintain effective working relationships with a range of colleagues, partners and stakeholders through formal and informal channels. | A/I/P |
| Ability to think creatively and solve complex problems. | A/I/T |
| Ability to understand, synthesise and communicate complex, diverse, incomplete and potentially contradictory information to support colleagues in using research to make sound decisions. | A/I/T |
| Strong interpersonal and communication skills, able to influence and build a rapport with a range of internal and external stakeholders, and be a role model for a partnership based matrix style of working. | A/I/P |
| Flexible and responsive to changing demands, and willing to challenge the thinking of others and to champion new ways of working. | A/I/P |
| The ability to use business and commercial judgement effectively | A/I/P |
| The ability to realistically assess and mitigate risks | A/I/P |
| Behaviours | |

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| We treat everyone well and with empathy. | A/I/P |
| We achieve amazing things by working together. | A/I/P |
| We are open and honest. | A/I/P |
| We do what we say we are going to do. | A/I/P |
| We continuously learn and improve. | A/I/P |
| We act in the best interests of AQA. | A/I/P |
| We are optimistic and determined. | A/I/P |
| We value everyone's expertise. | A/I/P |
| Leadership Habits | |
| Leading with Integrity and Authenticity | A/I/P |
| Enabling Performance, Learning and Growth | A/I/P |
| Enabling Operational Excellence | A/I/P |
| Setting Vision Direction and Providing Clarity | A/I/P |
| Experience | |
| Experience of leading communication and engagement activities, managing these to maximise impact. | I/P |
| Experience of tracking and reporting on impact achieved. | I/P |
| Experience of line management. | I/P |
| Track record of ability to work under pressure and in a fast-moving environment, fostering a sense of calm and resilience within teams. | A/I/P |
| Experience of networking, influencing, persuading and engaging with influential external stakeholders to help ensure desired outcomes are delivered. | I/P |
| Additional | |
| This role supports the work of a business area that is split across sites, and candidates should be prepared for a significant level of travel. | |
| Assessment key (criteria to be assessed at the selection stage) | |
| A – application (it is essential to provide evidence on application for shortlisting purposes) I - interview T – test (or work sample) P – probation | |