

# CANDIDATE PACK

## Doctoral Research Administration Officer

The Graduate School

UNIVERSITY OF  
WESTMINSTER 



# OUR UNIVERSITY

Under the inspirational leadership of Professor Peter Bonfield OBE, the University of Westminster is a place where discoveries are made, barriers are broken, diversity is celebrated and where everyone is welcome. Serving more than 21,000 undergraduate, postgraduate, apprentice and executive students, our mission is to transform the lives of young people from all backgrounds. We seek to make the world a more inclusive, sustainable, better and healthier place through our educational, research and knowledge exchange endeavours.

Since our founding in 1838 we have stood out as innovators, committed to tackling social inequalities. In 2021, our University ranked 2nd in England out of more than 100 higher education institutions for social mobility. The ranking - produced by the Institute for Fiscal Studies and the Sutton Trust - compares the number of students from low-income backgrounds at universities, and the extent to which their studies helped them to move up the income ladder. Westminster has the second highest performance among universities in England.

As we focus forward to 2029, we will continue to do so in a way that is true to our progressive, compassionate and responsible values. Our education offer will be more personalised and authentic, giving students from all backgrounds an opportunity of transformative learning, helping them succeed in their studies and professional lives. Our curriculum will be employability-linked, leading to stronger outcomes and helping prepare our graduates for the world of work and for life. Our research and knowledge exchange will enable us to maximise our positive impact on societies in the UK and around the world in an environment where everyone is inspired to succeed. Our priorities of wellbeing, inclusion and sustainable development will help us as we navigate through the challenges and opportunities towards 2029.





# OUR PRIORITIES

The University's 2022-2029 strategy, Being Westminster, sets us apart and builds on our unique history and achievements. In our University, we value social justice, moral conscience, inclusivity and equality, acting positively together to make change for good.

The University of Westminster has three priorities.

## WELLBEING

Working and studying together at Westminster as a community of students and colleagues is a big part of our lives – doing so in an environment that places our wellbeing front and centre helps us to be safe and feel safe. We care for the safety, health and wellbeing of those around us as well as ourselves.

## INCLUSION

All Westminster, colleagues and students are in a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and is a place where harassment and discrimination are not tolerated. As a responsible institution, we strive to ensure and to champion equality. As a progressive institution, we take pride in our diversity. As a compassionate institution, we commit to an inclusive culture that allows students and colleagues to reach their full potential.

## SUSTAINABLE DEVELOPMENT

We take inspiration from the 17 United Nations' Sustainable Development Goals (SDGs) in how we drive our actions and activities and governance across our University. As a community, we bring together our collective energies to play our part in addressing the climate crisis and inequalities to enable a more sustainable and socially just world. We are one of the top 20 universities in the world in SDG 5 for providing equal access and supporting the academic progression of women. We are one of the top 25 universities in the world in SDG 10 tackling economic, health based and international inequalities. We are in the top 50 universities in SDG 12 for promoting resource and energy efficiency, having a sustainable infrastructure, and providing access to basic services for all.





# OUR OBJECTIVES 2022-2029

Against a backdrop of a changing and challenging higher education environment, the University has recently completed a major review of its objectives and strategy, and has published its commitments for the period 2022-29.

## EDUCATION

We will offer personalised and authentic education, underpinned by an inclusive curriculum, to enable all our students, from all backgrounds, to engage in transformative learning and to succeed in their studies and professional lives. We will address global, political, and social challenges through a relevant demand-led and forward-looking portfolio. We will do this by offering authentic teaching, learning and assessment modes which immerse students in the wider-world through live projects, work-based learning and global opportunities. We will invest in our people to enable all teaching colleagues to plan and deliver exceptional learning experiences and professional colleagues to offer exceptional support. Students will be empowered by working in partnership with colleagues and fellow students to shape the Westminster experience. We will develop an integrated physical and digital environment that supports excellent practical, active and collaborative learning for all our students.

## RESEARCH AND KNOWLEDGE EXCHANGE

Research and knowledge exchange are fundamental to our commitment to making a positive difference to the world and transforming lives. We are committed to research in four priority areas: Diversity and Inclusion; Health Innovation and Wellbeing; Sustainable Cities and the Urban Environment; Arts, Communication and Culture. Our excellence in research and knowledge exchange will infuse our education endeavour, inspiring and equipping our students as agents of change locally as well as globally. We will continue to grow our community of PhD researchers, ensuring that the Westminster postgraduate research experience remains sector leading and the foundation for great careers. In knowledge exchange we will focus on engagement with government, business and with the public and local community. We will achieve more when we identify shared interests and build partnerships with our communities and collaborate for the public good with a clear civic purpose.

## EMPLOYABILITY

We will ensure that all our students benefit from employability-led learning and purposeful engagement with employers, business and industry, to give students from every background the best possible preparation for the world of work and enable the best possible employability outcomes. We will do this through the further extension and embedding of programmes such as work-based and placement learning; the Westminster Employability Award; Westminster Working Cultures; mentoring; and student enterprise. Employability-related learning will be a core and critical part of the courses and curriculum we offer, right across the University. It will be front and centre of life at the University for students and colleagues.



A key priority will be the development of a dedicated Centre for Employability and Enterprise at 29 Marylebone Road, intended to transform our student experience and our engagement with business, industry and employers. The Centre will provide a game-changing experience through which undergraduate and postgraduate students from across Westminster will come together and practise enterprise; develop an entrepreneurial mindset and skills; access training, work, projects, business advice and mentoring; and connect directly with employers. The future-focused environment of the Centre will scale up our employability provision, helping our students to be 'fit for the future' in the most challenging of post-pandemic labour markets and economic environments. It will strengthen links between our UK-based and international employer partners and our motivated, bright, work-ready students, affording employers access to a diverse mix of people right for the needs of the contemporary workforce.

## GLOBAL ENGAGEMENT

We will raise the international reputation and reach of the University, ensuring that 30% of our undergraduate community and 70% of our taught postgraduates come to us from overseas. Overseas partnerships will remain central to our global engagements. We will prioritise the outward mobility of our students to partner institutions, Contributing to students' development of employability skills and competences. We will extend and deepen our Trans-National Education relationships. These partnerships, particularly that with Westminster International University in Tashkent, will move beyond franchised or validated arrangements to embrace employability, alumni-related research, CPD and knowledge exchange connections.





# OUR STRUCTURE

## ACADEMIC STRUCTURE

Our structure is built to deliver an enhanced learning environment, stronger and broader industrial, international and professional connections and pioneering and impactful research. The University comprises three Colleges:

### Westminster Business School

- School of Organisations, Economy and Society
- School of Finance and Accounting
- School of Applied Management
- School of Management and Marketing

### Design, Creative and Digital Industries

- School of Architecture and Cities
- Westminster School of Arts
- School of Computer Science and Engineering
- Westminster School of Media and Communications

### Liberal Arts and Sciences

- School of Social Sciences
- Westminster Law School
- School of Humanities
- School of Life Sciences

The University Executive Board comprises:

- Vice Chancellor and President
- Deputy Vice Chancellor (Employability and Global Engagement)
- Deputy Vice Chancellor (Education and Students)
- Deputy Vice Chancellor (Research and Knowledge Exchange)
- Chief Operating Officer and University Secretary
- Three Heads of College

## PROFESSIONAL SERVICES

Our Professional Services teams support the effective and professional delivery of our teaching, research and knowledge exchange and the management of student residences and sports facilities.

- Academic Registry
- Business Engagement
- Estates
- Finance and Commercial Activities
- Global Recruitment, Admissions, Marketing and Communications
- Information Systems and Support
- People, Culture and Wellbeing
- Strategy, Planning and Performance
- Student and Academic Services
- Research and Knowledge Exchange Office
- Graduate School
- Learning Innovation and Digital Engagement



# JOB DESCRIPTION

**Job Title: Doctoral Researcher Administration Officer**

**Reports to: Graduate School Manager**

**Department: Graduate School**

**Grade: NG5**

## ROLE PURPOSE

The postholder acts as the Business Process Owner for the Virtual Research Environment RE PhD Manager Module and for doctoral researchers administration. They are responsible for ensuring compliance with University regulations and policies in relation to the key stages of progression in research degrees. They will ensure the effective administration of all activities related to the key progression stages for Doctoral Researchers, informing developments and policy in this area.

They will provide an excellent experience to Doctoral Researchers through the development and maintenance of efficient and effective administrative processes, ensuring accuracy of data held on SRS and the VRE, and alignment between the two systems, coordinating, collating, verifying and publishing all data across Doctoral Researcher records.

They will also work alongside the Graduate School team to provide advice and support for all colleagues including doctoral researchers, ensuring that they receive an excellent level of service, support and information.

## PRINCIPAL ACCOUNTABILITIES

1. Manage and lead on operational implementation of all aspects of the processes related to the key stages of Doctoral Researcher progression and completion; including, annual review and progression, thesis submission and examination arrangements, post-viva processes, and conferment.
2. Deputise for the Graduate School Manager and be the first line of contact to respond to urgent issues that arise in their absence and supervising colleagues in the team.
3. Work with the Head of the Graduate School, the Assistant Head of the Graduate School and all other academic colleagues across the twelve schools and three Colleges, to manage the calendar of work which feeds into the annual cycle of activity for the doctoral researcher to optimise efficiency and ensure compliance with policy and regulations. Be responsible for the annual rollover of Doctoral Researcher records, ensuring compliance with HESA reporting requirements, and that business processes and systems managed by other service delivery partners in the University are harmonised as far as possible to facilitate a seamless transition, acting as a source of advice on funding and compliance regulations.





4. Lead and manage the Graduate School functionality of the University's VRE, with responsibility for making full use of the system to ensure excellent service delivery to enhance the doctoral researcher experience. Identify required enhancements to the system and provide specialist advice to colleagues on the use of VRE business processes, acting as the expert in explaining due process and identifying errors.
5. Lead on the preparations for enrolment for new and continuing Doctoral Researchers. Ensure that the distinct needs of Doctoral Researchers enrolment within overall University enrolment plans are met.
6. Undertake the Secretariat role for the Research Degrees Progression Committee, planning and managing the work of the Committee; providing advice and direction to the Chair (covering admissions, suspensions, extensions, exclusions, withdrawals and decision making with regards to mitigating circumstances claims). Ensure that consequent changes to Doctoral Researcher statuses are reported appropriately so that accurate studentship and stipend payments are made.
7. Oversee the implementation of the outputs of the Research Degrees Progression Committee. This includes responsibility for reviewing and agreeing individual Doctoral Researcher programmes of study and working closely with the Head of the Graduate School and Academic Standards Team to provide specialist advice on Doctoral Researcher casework and resolution of issues, complaints and Academic Appeals. Manage individual portfolio of casework and ensure appropriate and timely communications with Schools and Doctoral Researchers on decisions and associated impact. Work closely with the Graduate School Manager to review where regulations may need amendment, relying on knowledge of the wider doctoral sector regulatory framework to help develop university policy in this area.
8. Use expert knowledge and experience gained of Doctoral Researcher Administration to develop, write, and amend when required, related policy and regulations in liaison with the Academic Standards Manager.
9. Manage the conferment and timely publication of awards, taking decisions on where theses may become publicly available in line with the University's Open Access policy and in compliance with sector requirements and any thesis embargoes.
10. Produce, analyse and present statistical information and narrative reports on recruitment, enrolment, progression, submission and completion rates and other Doctoral Researcher information to inform internal decision making by the Graduate School Board, University management and external funders (for example UKRI research councils) and for inclusion in internal and external auditing exercises.
11. Provide Secretariat support for Graduate School committee meetings where required. This will include providing advice to the Chair, taking action-





based notes and assisting the Chair to follow-up required actions.

12. Undertake any other duties as appropriate within the remit of the grade from time to time as required by the Graduate School Manager and the Head of the Graduate School.

## CONTEXT

The Graduate School supports Doctoral Researchers and academic colleagues across the University, ensuring the effective and consistent implementation of policies, procedures and regulations. The Graduate School team works supports the Graduate School Board to ensure the delivery of the mission and objectives of the Graduate School. There are currently circa 400 doctoral researchers enrolled across the University and these researchers and their supervisory teams are supported by the Graduate School team.

The University requires all postholders to have an understanding of individual health and safety responsibilities and an awareness of the risks in the work environment, together with their potential impact on both individual work and that of others.

At certain busy times of the year (for example during enrolment and during the Graduate School Festival), it may be necessary for Graduate School colleagues to work outside normal working hours, and annual leave may be restricted during these times. Any additional hours worked will be compensated in accordance with the University's overtime policy.

## DIMENSIONS

The post holder will manage and deliver the administration of Doctoral Researcher records. This is a key operational role and has a direct impact on the researcher experience.

As Business Process Manager for Doctoral Researcher administration, they will work with the external supplier for the VRE to ensure tickets are resolved quickly, providing timely responses to questions raised by them, and lead on developments required.

Although there is no direct line management responsibility, the post holder will supervise the Doctoral Researcher Administrator.

It is expected that the post holder would be on-site/in the office a minimum of two days a week or as is reasonably required by the Head of the Graduate School.

## KEY RELATIONSHIPS

Graduate School Manager  
Head of the Graduate School  
Assistant Head of the Graduate School  
Admissions  
Disability Support Team  
Student and Academic Services  
Finance  
Visa Compliance  
Academic Standards Team  
SRS Team  
IS VRE Support Team  
Cayuse (external supplier VRE)



# PERSON SPECIFICATION

## QUALIFICATIONS

### Essential

- Graduate or equivalent experience.

## TRAINING AND EXPERIENCE

### Essential

- Highly competent in the use and technical development of student record systems.
- Experience of manipulating and analysing data to resolve problems and presenting this to an audience to inform decision making.
- Experience of the administration and interoperation of regulations to aid decision-making.
- Experience of process review and tailoring processes to suit distinct ways of working, ensuring regulatory standards are still maintained, both in terms of compliance with the University's internal framework and external statutory requirements.
- Proven experience providing advice and guidance to a range of stakeholders, including on the practical application of policies and regulations as they relate to the doctoral environment.
- High standard of numeracy and literacy.
- Highly IT literate with excellent MS Office skills, including inputting and retrieving information into and from database systems.
- Experience of working in Higher Education and with UK HE policies and procedures.
- Experience of providing excellent service to a range of stakeholders.
- Experience of managing high volume workload and of prioritising activities appropriately.
- Professional and proactive Secretariat support and committee servicing experience.
- Experience of working in a team/doctoral researcher environment.

### Desirable

- Experience of supervising colleagues.





## APTITUDES, ABILITIES AND PERSONAL ATTRIBUTES

### Essential

- Ability to work autonomously, develop ways of working, and take decisions on process change.
- Ability to use own initiative and consider the wider context and implications when problem-solving and making decisions.
- Excellent communication and interpersonal skills, with an ability to persuade and influence decision-making.
- Ability to interpret and apply regulations.
- Ability to quickly and effectively manipulate data stored in Excel.
- Ability to establish good working relationships with colleagues at all levels, including with external stakeholders.
- Ability to work in an efficient and organised manner with the ability to prioritise and handle multiple tasks.
- Excellent attention to detail.
- Ability to use tact and discretion when working with sensitive and personal issues.
- A flexible attitude to changing workloads.
- Ability to work well under pressure on own initiative and as part of a busy team.
- Self-motivated with a flexible, positive attitude.
- Ability to motivate others.
- A pro-active approach to problem solving.
- Fully committed to contributing to a stimulating learning and working environment which is supportive and fair, based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.



# HOW TO APPLY

To apply for this vacancy, please visit our [vacancies page](#) where you will be able to download our application form template. You will then be requested to complete a quick registration before being able to upload completed application form and any supporting documentation.

## Applications should include:

- A concise statement in support (ideally no longer than two pages), addressing the criteria in the Person Specification and motivation for applying.
- You may also include an up to date curriculum vitae;
- names and contact details of two referees (although referees will only be approached at offer stage).

**The deadline for receipt of applications is midnight on 25 January 2026**

**Interviews will take place on 06 February 2026**

An appointment will be made subject to proof of eligibility to work in the UK and satisfactory references being obtained.

At the University of Westminster, diversity, inclusion and equality of opportunity are at the core of how we engage with students, colleagues, applicants, visitors and all our stakeholders.

We are fully committed to enabling a supportive and safe learning and working environment which is equitable, diverse and inclusive, is based on mutual respect and trust, and in which harassment and discrimination are neither tolerated nor acceptable.

*The University has adopted Smart Working principles to support and further our Equality, Diversity and Inclusion aims of being an inclusive, collaborative and flexible employer. Further details of Smart Working can be discussed at interview stage.*

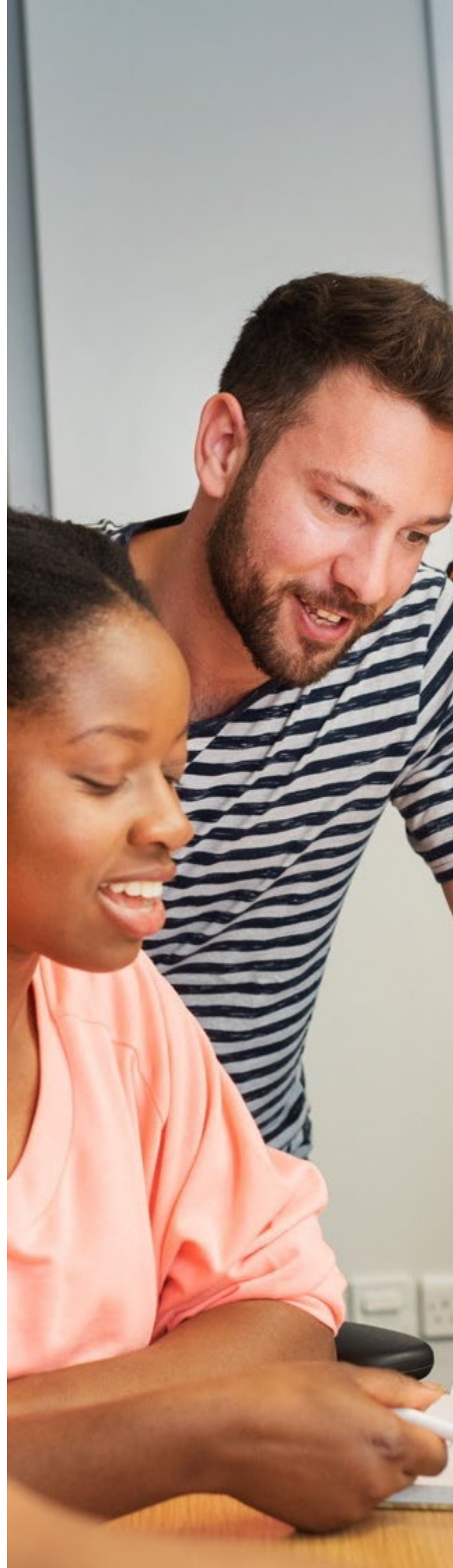




# OUR BENEFITS

The University offers a range of wellbeing and work-life balance benefits to recognise and reward the essential contribution our colleagues make to success and growth. Our benefits are inclusive for colleagues of all backgrounds including LGBTQ+ colleagues, disabled colleagues, pregnant colleagues, parents and carers, as well as colleagues of all genders, age, ethnicities, nationalities, religion and beliefs, and marriage and civil partnership status.

- 35 days annual leave per year, plus bank/national holidays and University of Westminster closure days (pro-rata for part-time staff).
- A generous occupational pension scheme.
- Annual incremental progression and/or cost of living reviews.
- Generous maternity, paternity and adoption leave.
- Flexible working and smart working.
- Learning and development opportunities.
- Free membership rates for a wide range of sporting facilities, including gyms at Regent Street and Harrow campuses, as well as the Chiswick Sports Ground.
- Employee assistance programme.
- The opportunity to participate in other attractive employee benefit schemes such as Cycle to Work, Eye Care Vouchers, Season Ticket Loans, and Give As You Earn.





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