



## Strategy and Transformation - Research

<b>Job Title:</b>	<b>Research Administrator</b>
<b>Reporting to:</b>	<b>Administration Team Leader</b>
<b>Dogs Trust Grade:</b>	<b>F</b>
<b>Location:</b>	<b>London office</b>

### Job Purpose

To help the Administration Team Leader deliver a first-class administration service and support a busy team within the Research department, working in accordance with existing administrative systems. This role will provide additional administrative support to the Research team which is required to help the team progress project developments. The role will provide an organised, structured administration service with a focus on attention to detail and timely support to colleagues in the Research team.

### Overview of the Department/Team

Dogs Trust is the largest dog welfare charity in the UK with a nationwide network of rehoming centres and charity shops. Last year, Dogs Trust centres cared for over 15,000 dogs; we never put a healthy dog down. It is committed to ensuring best practice in the care and welfare of dogs. To achieve this aim, it is important that a robust and critical approach is taken when evaluating both current activity and research evidence. In addition, the collection and analysis of relevant data is key in ensuring optimum welfare for dogs in our care.

The Research department delivers the technical resources and skills to enable Dogs Trust staff to provide the best possible support for the dogs within its care and evidence-based advice to external stakeholders in order to improve canine welfare worldwide. The Research team aims to ensure that policy, practice, and operational activity is based in the best evidence.

Administrative and organisational support will be provided to the Administration Team Leader, working on tasks to support the Head of Research, and projects being run by three Deputy Heads of Research.

### Key areas of accountability

Labelling and electronic filing Research Team documents (using an existing system) and updating administration spreadsheets as appropriate.

Provide administrative support for two longitudinal studies. Duties will include monitoring and responding to phone calls and emails received, handling them directly where possible and referring more complex or specialist issues to an appropriate colleague in the relevant team.

Dealing with post, documents, and samples (such as hair) for the Research team as appropriate, including data entry, scanning, and filing. Filing includes electronic storage on SharePoint (e.g., for scans) and filing hair samples in a locked cabinet.

Mailing out paperwork to study respondents and external stakeholders (e.g., veterinary practice staff, dog behaviourists/trainers).

Liaising with, and assisting, the Facilities management team in regard to storage of project materials in head office.
Monitoring stock levels (e.g. prizes) kept at Head Office and placing orders where required.
Processing Research Team invoices and updating budget spreadsheets.
Any other reasonable duties.

<b>Person Specification</b>
<i>Essential skills, qualifications, experience, and attributes</i>
Proven experience working in an administrative role, preferably within a research or similar department.
A proactive approach to ensuring work is completed on time and to a high degree of accuracy.
Excellent organisational skills, including experience of effectively prioritising competing tasks.
Conscientious, excellent attention to detail and a methodical approach.
Ability to remain calm under pressure.
Ability to work as part of a team, but also able to work unsupervised.
Excellent verbal and written communication skills, including the ability to build good working relationships.
Able to use their own initiative as appropriate, proactive, and self-motivated.
Ability to maintain confidentiality and to exercise discretion.
Ensure close attention to GDPR.
Excellent IT skills, including a good knowledge of Excel (including the VLOOKUP formula), Word, PowerPoint, and mail merge.
An interest in, and commitment to, the work of Dogs Trust.

<b>Additional information</b>
This role will be based at our London office, and in line with our Smarter working policy, the post holder will be expected to work from the office two days per week. The remaining days can be worked from home.
<b>Last revised: October 2024</b>

Please add a simple organisational chart for the team, clearly displaying how this role fits into the team structure. For example:



