



Directorate Operations Officer

Candidate Information

March 2025

The Institute of Cancer Research

About our organisation

We are one of the world's most influential cancer research institutes with an outstanding record of achievement dating back more than 100 years. We are world leaders in identifying cancer genes, discovering cancer drugs and developing precision radiotherapy. Together with our hospital partner The Royal Marsden, we are rated in the top four centres for cancer research and treatment worldwide.

As well as being a world-class institute, we are a college of the University of London. We came top in the league table of university research quality compiled from the Research Excellence Framework (REF 2014).

We have charitable status and rely on support from partner organisations, charities, donors and the general public.

We have more than 1000 staff and postgraduate students across three sites – in Chelsea and Sutton.

Education & Library Services directorate

The Education and Library Services directorate creates an efficient and effective environment to allow the ICR's students to flourish.

We administer the whole student lifecycle from recruitment to award and provide online resources for students and reports to regulatory bodies. The directorate also provides services to the broader organisation, including the library and information governance.

Our mission
is to make the
discoveries that
defeat cancer.

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Our values

The ICR has a highly skilled and committed workforce, with a wide variety of roles, each requiring different skills. But whether you work as a researcher, or work as part of our corporate team, your work and behaviour is underpinned by these six values. They are what bring us together as one team - as 'One ICR'.



Pursuing excellence

We aspire to excellence in everything we do, and aim to be leaders in our field.



Acting with Integrity

We promote an open and honest environment that gives credit and acknowledges mistakes, so that our actions stand up to scrutiny.



Valuing all our people

We value the contribution of all our people, help them reach their full potential, and treat everyone with kindness and respect.



Working together

We collaborate with colleagues and partners to bring together different skills, resources and perspectives.



Leading innovation

We do things differently in ways that no one else has done before, and share the expertise and learning we gain.



Making a difference

We all play our part, doing a little bit more, a little bit better, to help improve the lives of people with cancer.



Our values set out how each of us at the ICR, works together to meet our mission – to make the discoveries that defeat cancer. They summarise our desired behaviours, attitudes and culture – how we value one another and how we take pride in the work we do, to deliver impact for people with cancer and their loved ones.

Professor Kristian Helin
Chief Executive

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Job description

Department / division:	Education & Library Services
Pay grade / staff group:	Professional Services 5
Hours / duration:	Full time (35 hours per week), Monday to Friday. Non-time-limited.
Reports to:	Academic Governance and Quality Manager
Main purpose of the job:	<p>The post-holder is responsible for supporting academic governance, quality assurance, and broader directorate coordination activities.</p> <p>This includes acting as secretary to academic meetings, maintaining document control of policies, supporting quality assurance reviews, and providing administrative and operational support across the directorate.</p> <p>The role also involves assisting with executive support functions, tracking compliance and training, managing operational planning processes, and facilitating directorate-wide initiatives.</p>

Duties and responsibilities:

Academic governance and quality assurance (approx. 25%)

Support the Academic Governance & Quality Manager (AGQM) in coordinating governance processes, including scheduling and supporting committee meetings.
Act as Secretary to the Research Degree Student Liaison Committee and Taught Course Student Liaison Committees, including drafting agendas, minuting meetings, and tracking actions.
Act as Secretary to the Information Governance Committee, working with colleagues in the Information Governance team.
Provide secretarial support for informal committees such as the Academic Dean's Team and Fees Working Group.
Provide cross-cover and support for meetings supported by the AGQM.
Assist in scheduling committee meetings, booking rooms and equipment as needed, and liaising with colleagues to avoid clashes.
Maintain and update governance-related information on the ICR's intranet and Virtual Learning Environment (Canvas).

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Support document control processes and coordinate updates to policies and equality impact assessments.

Contribute to the annual public information audit, ensuring accurate and up-to-date content across Canvas, the intranet, and the ICR website, and proactively identify and flag any out-of-date information between audit cycles.

Directorate coordination and administration

Provide administrative and executive support across the Directorate, including scheduling meetings, tracking actions, and assisting with recruitment processes (e.g. booking rooms, arranging interview tests, and posting job adverts on the recruitment system).

Provide administrative support to the Director of Education & Library Services, including diary management, meeting coordination, travel arrangements, and assisting task delegation, as well as helping to direct correspondence where appropriate.

Manage shared resources such as Directorate training records, the organisational chart, and Health & Safety compliance tracking.

Coordinate the administration of the student accommodation guarantor scheme.

Ensure accurate record-keeping, including maintaining oversight of training records for staff and students.

Administer the process for renewing academic staff responsibility allowances.

Support the collection and reporting of alumni tracking data, producing simple statistics on student destinations.

Support the administration of conferring academic title on module leaders of the taught course.

Ensure minutes of teaching meetings are uploaded to the VLE.

Assist with Directorate-wide communications, including proof-reading and formatting documents.

Track progress against the Education Operational Plan, liaising with colleagues to ensure timely updates to actions.

Assist in managing budgets, processing expenses, and coordinating financial administration as required.

Develop and manage forms, workflows, and administrative processes using digital tools such as MS Forms.

Provide secretarial and administrative support for working groups, ensuring smooth coordination of meetings and tracking follow-up actions.

Provide occasional in-person support at key events (e.g. Award Ceremony and student recruitment event), assisting with planning and logistics when required.

Use digital tools, including AI-assisted drafting tools where appropriate, to enhance efficiency in administrative tasks while maintaining compliance with information governance and data protection policies.

Maintain confidentiality and data protection standards, ensuring compliance with information governance policies.

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General

Assist with records retention and archiving processes, ensuring compliance with retention schedules and liaising with teams as needed.
Provide flexible support across the Directorate, particularly during peak periods such as student enrolment, including document verification and other administrative tasks.
All staff must ensure that they familiarise themselves with and adhere to any ICR policies that are relevant to their work and that all personal and sensitive personal data is treated with the utmost confidentiality and in line with the General Data Protection Regulations
Any other duties that are consistent with the nature and grade of the post that may be required.
To work in accordance with the ICR's Values.
To promote a safe, healthy and fair environment for people to work, where bullying and harassment will not be tolerated.
The role requires a minimum of two days per week on-site in Chelsea, with occasional work in Sutton and additional in-person presence as needed for key events and operational requirements.

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or development.

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Person specification

Education and Knowledge

Education to A Level standard or higher, or demonstrably equivalent skills gained through work experience.	Essential
Understanding of operational and administrative processes in a professional services or higher education environment.	Desirable
Undergraduate degree, ideally achieving at least a 2:1.	Desirable
Knowledge and understanding of higher education committee processes.	Desirable
Understanding of higher education policies, procedures, governance mechanisms, and administrative functions.	Desirable

Skills

Excellent inter-personal, organisational, and communication skills.	Essential
Excellent standard of written and spoken English with excellent attention to detail.	Essential
Ability to recognise and respect the need for confidentiality and to work with confidential information.	Essential
Ability to work proactively and independently, whilst maintaining a team-focussed approach to working.	Essential
Ability to prioritise a varied workload to meet deadlines as required.	Essential
Ability to communicate complex information clearly and concisely, both in written and spoken form.	Essential
Experience of interacting with staff at all levels of seniority.	Essential
Excellent IT skills and experience of software packages including Microsoft Office (Word, Excel, Outlook, Teams, PowerPoint).	Essential
Ability to coordinate multiple projects, tracking actions and ensuring deadlines are met.	Essential
Flexible in adjusting working hours occasionally to accommodate late meetings or key events.	Essential
Confident in using digital tools (e.g. MS Forms and other efficiency-enhancing tools, including AI-assisted drafting tools where appropriate) to streamline tasks while maintaining compliance with information governance policies.	Essential
Experience of using digital tools such as MS Forms, workflow automation, and content management systems (e.g. SharePoint, Canvas).	Desirable

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Experience

Experience of providing administrative or operational support within a professional services, governance, or executive support role.	Essential
Experience of servicing committees, including minute taking and following up outcomes and actions.	Essential
Experience of supporting events, including logistical planning and in-person assistance.	Desirable
Experience of working in higher education administration or a similar regulatory/governance-focused environment.	Desirable
Experience of maintaining records, tracking compliance, or supporting operational planning processes.	Desirable
Experience of providing administrative or coordination support for recruitment, financial administration, or training compliance.	Desirable
Experience of managing confidential information and working with discretion.	Desirable

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Benefits

We offer a fantastic working environment, great opportunities for career development and the chance to make a real difference to defeat cancer. We aim to recruit and develop the best – the most outstanding scientists and clinicians, and the most talented professional and administrative staff.

The annual leave entitlement for full time employees is 28 days per annum on joining. This will increase by a further day after 2 years' and 5 years' service.

Staff membership to the Universities Superannuation Scheme (USS) is available. The USS is a defined benefit scheme and provides a highly competitive pension scheme with robust benefits. The rate of contributions is determined by USS and details of the costs and benefits of this scheme can be found on their website. If staff are transferring from the NHS, they can opt to remain members of the NHS Pension Scheme.

We offer a range of family friendly benefits such as flexible working, a parents' group, and a maternity mentoring scheme. Other great benefits include interest free loans for discounted season tickets for travel and bicycle purchases, access to the NHS discounts website, a free and confidential Employee Assistance Programme which offers a range of well-being, financial and legal advice services, two staff restaurants, and access to a gym and sporting facilities at our Sutton site.

Further information

This job description is a reflection of the current position and is subject to review and alteration in detail and emphasis in the light of future changes or development.