



EARMA Online Presentation:

University of Cambridge
Research Office COVID response
– from remote to agile

10 February 2022, 2pm- 4pm CET

Organisers

Peter Hedges, Ekaterina Gorkowienko, Johanna Roodt

Agenda of the EARMA Online Presentation:

University of Cambridge Research Office COVID response – from remote to agile

In this session, hosted by Cambridge Research Office, we will provide an insight into challenges we have faced and solutions we have introduced to deliver key services to our University in this new virtual world. The session will cover: preparing our staff for a safe return to work in conjunction with implementation of a Hybrid Model of working; communicating effectively and strategically with our academic partners; and the transition from in-person training to delivering a portfolio of online workshops with supporting material accessible online to the whole University.

We do not profess to have all the answers and welcome the opportunity to engage in an open forum discussion after each section, in which we look forward to sharing ideas and solutions from across the sector.

Speaker bios:



Ekaterina Gorkowienko has been a Research Office Training Manager since 2018 specifically appointed to this position as part of Research Transformation project to work on research development training framework. Since then Ekaterina has developed and coordinated training for all major streams within Cambridge Research Office in-person and virtually. Prior to that she gained substantial experience in research administration having worked for the University of Cambridge and Cambridge Assessment. Ekaterina's research interests and work lie with neuro- and psycholinguistics.



Dr. Heather Booth has worked as a Senior Project Manager at the Cambridge Research Office since 2019. She has led Business Process Improvement projects including the introduction of e-signatures, automated contracts processes and building SharePoint resources for training and support across the university research community. Prior to this she worked internationally in industry for over 20 years, leading product development for industrial manufacturing in solar, automotive and microelectronics. She holds a DPhil in Laser Physics from the University of Oxford and a MBA.



Dr Owen Roberson, Head of Research Information at Cambridge since 2018, led on staff and outputs for the 2021 REF submission for the institution, and works as data lead for the Research Office in this role. Prior to this he was Senior Analyst in the Research Information Office, after completing his PhD in English Literature in 2014. Before his PhD he worked in a number of areas, including finance and defence.



Dr Peter Hedges is the Head of the Research Office at the University of Cambridge. The Cambridge Research Office is responsible for the central administration of the research lifecycle at the University and has over 150 staff managing an annual research turnover in excess of £500M. He was previously Director of Research Support Services at the University of Warwick, which he joined in 2008 following a long career in the Engineering and Physical Sciences Research Council (EPSRC), serving in a variety of roles and disciplines. Since joining the higher education sector, Dr Hedges is a regular contributor at research administration professional development training events and conferences and has a particular interest in research information management and research governance issues and is a member of the UK Research Integrity Office (UKRIO) Advisory Board.



Lisa Christie, Operations Manager for the Cambridge Research Office since 2017, leads on people, financial and physical resource management across the department. Lisa is currently leading the programme of supporting a return of staff to the workplace and transitioning to hybrid ways of working. Prior to this she worked in other operational roles within the finance sector.

Date: 10 Feb 2022, 2pm- 4pm CET

Place: Online via zoom

Agenda (Time Zone: CET, Brussels time)

14:00 – 14:05	Welcome from EARMA Speaker:
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	Johanna Roodt, Events & Community Officer, EARMA
14:05 – 14:35	<p>Virtual workplace training in Cambridge – challenge or opportunity?</p> <p>As for any institution across the globe, one of the key challenges in remote working for the Cambridge Research Office, has become onboarding and training of new staff. In this session, we will share some of the obstacles faced and the digital tools we’ve employed to maintain our training programmes. We will also present some outcomes of the training process review as well the wider staff development and support projects happening across the University.</p> <p>Speakers: Ekaterina Gorkowienko, Research Office Training Manager, Cambridge Research Office; Dr Heather Booth, Senior Project Manager, Cambridge Research Office</p>
14:45– 15:15	<p>Using Digital Communication Channels - the Cambridge Experience</p> <p>The advent of remote working for many of our colleagues led to an immediate need to collaborate and communicate virtually. In this session, we will discuss the specific examples of using MS Teams to facilitate REF Submission in 2020; the challenges and solutions required to facilitate decision-making in particular and using SharePoint Online to supplement business processes and as a resource bank for use across the University.</p> <p>Speakers: Dr Owen Roberson, Head of Research Information, Cambridge Research Office Dr Heather Booth, Senior Project Manager, Cambridge Research Office</p>
15:25 – 15:55	<p>Hybrid Working: the COVID-safe office and new ways of working</p> <p>There have been many challenges in ensuring that working spaces can be managed as a COVID-safe environment for staff and this has inevitably had a significant impacted on our working practices. It is also widely recognised that the COVID-enforced experiment in en masse remote working has demonstrated that there are many benefits to be gained from allowing staff to work in an agile or hybrid manner but also risks and challenges, for example in maintaining team cohesion. The session will cover both the practical issues and lessons learnt from managing the return to the work place and an opportunity to explore the future of agile working and its potential impact on research office practices.</p> <p>Speakers: Dr Peter Hedges, Head of University Research Office, University of Cambridge Lisa Christie, Business Operations Manager, Cambridge Research Office</p>

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