

Appendix: Ear Institute Overview

About the department

The UCL Ear Institute is part of the Faculty of Brain Sciences and is internationally recognised as the UK's premier multidisciplinary centre for research into hearing and deafness. The Institute brings together world-leading researchers, clinicians, educators and professional services staff to deliver breakthrough scientific discoveries, innovative education and transformative treatments for hearing, balance and ear, nose and throat (ENT) healthcare. Through its partnership with the Royal National ENT and Eastman Dental Hospitals, the Ear Institute forms Europe's largest single grouping of audio-vestibular discovery and clinical scientists.

The Institute's academic activity spans hearing and deafness research, neuroscience, genetics, audiology, vestibular science, speech and hearing sciences, cognition, and clinical ENT research. Its specialist focus and integration of research, education and clinical practice position the Ear Institute as a global leader in translational hearing and balance research.

Research Excellence

The Ear Institute has an internationally recognised research portfolio supported by funding from UK Research and Innovation (UKRI), the National Institute for Health and Care Research (NIHR) and major charities including RNID and the Wellcome Trust.

The Ear Institute's international standing was recognised in the last Research Excellence Framework (REF2021), where as part of the Faculty of Brain Sciences (REF2021 UoA4) it was found to be #1 for Research Power. A RAND analysis of highly-cited publications ranked UCL No.1 in England for both 'Deafness and Hearing' and for 'Audiology and Speech & Language Pathology'.

The Ear Institute's research addresses major global health challenges associated with hearing loss, balance disorders and communication difficulties, conditions that affect people worldwide. Through its research, education and clinical partnerships, the Institute aims to improve diagnosis, treatment and prevention while helping to reduce inequalities in hearing healthcare.

Education

The Ear Institute delivers specialist education and training in audiology, hearing sciences and ENT-related disciplines. It offers undergraduate and postgraduate taught courses to approximately 100 students per year, alongside postgraduate research degrees and a substantial portfolio of Continuing Professional Development (CPD) and short courses for healthcare professionals.

Courses are delivered by internationally recognised researchers, practising healthcare scientists and clinicians and are closely integrated with cutting-edge research and clinical practice. Since its establishment, the Ear Institute has graduated more than 800 undergraduate and postgraduate students, awarded over 90 PhDs and provided specialist CPD training to more than 1,000 healthcare professionals.

People, Infrastructure and Operations

The Ear Institute comprises approximately 75 staff and occupies specialist accommodation on Gray's Inn Road, including research laboratories, teaching facilities, clinical skills spaces and offices. A second site on Gower Street provides office accommodation for clinical academic staff.

The Ear Institute supports a broad portfolio of hearing science, auditory neuroscience and clinical research activity, underpinned by specialist laboratories, shared research infrastructure and teaching spaces. Operating within a highly regulated environment, it requires robust arrangements for health and safety, laboratory governance, risk management and regulatory compliance, with professional services, technical and academic teams working closely together to support the Institute's research and education mission.

Equality, Diversity and Inclusion

The Ear Institute is committed to fostering an inclusive, supportive and equitable environment in which staff and students can thrive. Equality, Diversity and Inclusion is embedded throughout the Institute's culture, governance and decision-making processes and is supported through a range of staff networks, wellbeing initiatives, outreach activities and community engagement programmes.

The Ear Institute holds an Athena Swan Silver Award, recognising its sustained commitment to advancing gender equality and creating an inclusive environment for all staff and students. It is currently preparing for renewal of the award as part of its ongoing commitment to equality, diversity and inclusion.

Sustainability

Environmental sustainability is a key priority for the Ear Institute and is integrated across its research, teaching and operational activities. The Institute has achieved Gold accreditation through both Green Impact and the Laboratory Efficiency Assessment Framework (LEAF), reflecting its commitment to sustainable laboratory practice, resource efficiency and environmental responsibility.

The Ear Institute is also one of a small number of UCL departments participating in the pilot of Green DiSC (Digital Sustainability Certification), supporting the development of sustainable computing practices and the responsible management of digital infrastructure. These initiatives form part of the Institute's broader commitment to ensuring its activities remain environmentally, financially and operationally sustainable.

Professional Services Leadership

The Head of Operations is the senior professional services lead within the Ear Institute and works in close partnership with the Ear Institute Director (Head of Department) and Strategic Leadership Team to support the delivery of the Institute's research, education and operational objectives.

The Head of Operations role provides leadership across finance, human resources, research support, education administration, communications, facilities, health and safety, governance, sustainability and strategic planning. The postholder leads a professional services team of 11 staff, with direct line management responsibility for four team members, second-line management oversight of a further

four staff through those managers, and matrix management responsibility for the remaining three team members. The postholder also works closely with academic, technical and clinical colleagues to ensure the effective delivery of professional services and the achievement of the Institute's strategic objectives.

The role is based at the Ear Institute on Gray's Inn Road, with hybrid working arrangements in line with UCL's Ways of Working framework. Given the operational complexity of the Institute and its specialist facilities, the postholder is expected to maintain a significant on-site presence.