

Post Details		Last Updated: 14/06/2022	
Faculty/Administrative/Service Department	Surrey Business School		
Job Title	Blockchain Academy Operations Manager		
Job Family	Professional Services	Job Level	4
Responsible to	Director – Surrey Academy of Blockchain and Metaverse Applications.		
Responsible for (Staff)	n/a		
<p><u>Job Purpose Statement</u></p> <p>The postholder will work within the University's newly established Academy of Blockchain and Metaverse Applications team, responsible for managing the day to day operations of the Academy to include giving administrative support to the Directors and engaging with students and academics on campus to support the blockchain entrepreneurship at the University of Surrey.</p> <p>The role will strengthen existing collaborations and translate new relationships with the blockchain industry into partnerships to facilitate the activities of the Academy. The post holder will take an active role in developing and maintaining relations with relevant industry partners.</p> <p>The post is being offered as two-year appointment with the possibility of an extension at that point.</p>			
<p><u>Key Responsibilities</u> This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum)</p>			
<ol style="list-style-type: none"> 1. Act as the key contact within the Academy for identifying, securing, and collaborating to grow new opportunities among students and academics. 2. Support the Director of the Academy as they work to create good relationships with external stakeholders, academics, students, and business partners and maintaining relationships with existing industry partners. 3. Develop and manage the organisation of events, workshops, seminars, pitching events and business plans competitions. 4. Manage relations with existing partners and develop new relations. 5. Support the Academy's Director to organise the Advisory Board Meeting, develop key performance indicators and milestones as well as run processes to select projects and create, manage and report, progress reports. 6. Manage the planning and delivery of all aspects of hosting events to the University of Surrey including the organising translation where required. 7. Provide and guidance to the Academy Director and Board on; <ul style="list-style-type: none"> • Advising on the use of language and cultural factors that will improve the chances of gaining support for the Academy. 8. Represent and promote the Academy externally through its website and social media channels. 9. Responsible for ensuring the Academy's activities coordinate with SBS and the University's activities. <p>N.B. The above list is not exhaustive.</p>			

All staff are expected to:

- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your Manager.
- Work supportively with colleagues, operating in a collegiate manner at all times.

Help maintain a safe working environment by:

- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.

Elements of the Role

This section outlines some of the key elements of the role, which allow this role to be evaluated within the University's structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role.

Communication

- Excellent verbal and written communication skills are a key requirement in order to promote the Academy externally through its website and social media channels
- They will need to be a confident face-to-face communicator, able to contact and converse with senior directors, external stakeholders, academics, students, and business partners

Planning and Organising

By becoming familiar with the University's current Blockchain and Metaverse activities (with a key focus on SBS and the AI Institute),

- The post holder will take responsibility for the delivery of Academy activities aimed at our campus community (staff and students), focusing on areas where there are gaps in the current provision to add value to overall service.
- The post holder will pro-actively develop and co-ordinate plans aligned with the overarching strategies including the establishment of the targets and milestones necessary to ensure delivery.
- The post holder will maintain an understanding of the wider funding environment, and will be responsible for horizon scanning to identify changes in the environment which may impact on strategy and to identify funding opportunities.
- The post holder will be able to rapidly understand the perspectives of external organisations, which is fundamental to the role.
- The post holder needs to be able to prioritise activities and plan their work to ensure quality delivery of tasks and to meet deadlines in some cases.

Problem Solving and Decision Making

Problem solving and decision making are integral to many elements of the work undertaken by the post holder.

- The post holder must exercise reasonable personal initiative and sound analysis when faced with problems in order to identify and put forward solutions.
- They are expected to resolve the majority of problems or issues faced through identifying key components of the problem and applying their knowledge and experience to generate timely solutions which produce acceptable and timely outcomes.
- The post holder will be able to refer complex or unprecedented issues to the Director of the Academy for guidance/advice.
- Within the framework of University and Academy policies, processes and levels of delegation, the post holder will be expected to operate with autonomy - owning decisions on how best to develop and maintain relations with Academy partners.
- The post holder will need strong analytical skills for example when considering internal capabilities, managing events and developing options to further the engagement of academics and partners.
- The role requires influencing skills such as the need to tailor content and communication to the audience and to be able to adapt as situations change within workshops.

Continuous Improvement

- The post holder will be expected to identify opportunities for improving the Academy's services.
- They will be expected to continually build and update their networks and contacts in line with agreed strategies and priorities.
- On a personal level, they will be expected, and encouraged, to consistently strive for improvement in their skill set and will be supported to do so through appropriate channels.

Accountability

The post holder will contribute to building the University's brand and reputation.

The post holder will take ownership for the delivery of specific targets, milestones, opportunities and initiatives within their portfolio and for seeing them through to an ultimate outcome, either by their own direct efforts or by guidance provided by the Director of the Academy.

• **Dimensions of the role**

The post holder will manage the Academy's day-to-day activities and ensure co-ordination across the University, and that the Academy operates in accordance with all University policies (in time such as the IP Code and the Export Control Policy).

Person Specification This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

Qualifications and Professional Memberships

HNC, A level, NVQ 3, HND level or equivalent with a number of years' relevant experience.

And:

Broad vocational experience, acquired through a combination of job-related vocational training and considerable on-the-job experience, demonstrating development through involvement in a series of progressively more demanding relevant work/roles.

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Technical Competencies (Experience and Knowledge) This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance).

**Essential/
Desirable**

**Level
1-3**

Experience of working in blockchain business community

E

3

Experience of working with start-up companies

E

3

Experience of organising workshops, pitching events and business plan competitions, etc.

E

3

Excellent organisational skills, particularly adept at running a wide range of events

E

3

Accuracy and attention to detail

E

3

Ability to communicate with external stakeholders, academics, students, and business partners.

E

3

Familiar with national policies on International investment

D

n/a

Project Management skills

E

2

Special Requirements:

**Essential/
Desirable**

The post-holder will be required to work outside normal start and finish times on occasion

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The post-holder will be available for international travel when required.

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Core Competencies This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade.	Level 1-3
Communication	3
Adaptability / Flexibility	3
Customer/Client service and support	3
Planning and Organising	3
Continuous Improvement	3
Problem Solving and Decision Making Skills	3
Managing and Developing Performance	n/a
Creative and Analytical Thinking	2
Influencing, Persuasion and Negotiation Skills	2
Strategic Thinking & Leadership	2

This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.

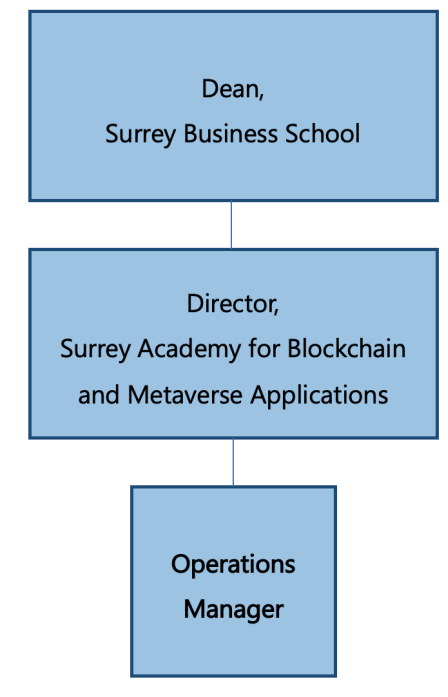
Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.

Organisational/Departmental Information & Key Relationships

Background Information

The objective and scope of work for the Academy of Blockchain and Metaverse Applications is to encourage international investors and a network of influential industrial leaders to support innovation and commercialisation of blockchain and metaverse related research and projects at the University. Hence to strengthen the entrepreneurial ecosystem at the University of Surrey, and so create positive impact to local economy as part of the wider Research & Innovation Strategic Objective 5: innovation ecosystem.

Department Structure Chart



Relationships**Internal**

- Surrey Business School
- AI Institute and CVSSP
- Innovation Strategy
- Academics in all faculties
- Surrey Research Park management team
- Technology Transfer Office
- Surrey Centre for Innovation and Commercialisation (SCIC)
- Incubation & Enterprise
- Doctoral College
- Research and Innovation Services

External

- Blockchain and Metaverse focused companies
- Other External Funders
- Investment organisations from all over the world