

<b>Post Details</b>	<b>Last Updated: 20.10.23</b>		
<b>Faculty/Administrative/Service Department</b>	Institute for Sustainability		
<b>Job Title</b>	Sustainability Innovation Hub Lead		
<b>Job Family</b>	Professional Services	<b>Job Level</b>	4
<b>Responsible to</b>	Director of Operations, Innovation & Partnerships		
<b>Responsible for (Staff)</b>	N/A		

**Job Purpose Statement**

To work within the University's newly established Sustainability Innovation Hub, giving managerial support to the Director of Operations, Innovation & Partnerships, who leads the Institute Innovation Strategy. The role requires the post holder to engage with Fellows of the Institute and external organisation to support knowledge exchange, innovation and research commercialisation, creating positive social and economic impact.

To deliver a professional administration service for the Institute's Innovation Hub, supporting the Institute with a range of activities such as presenting to external customers and partners, coordinating colleagues' engagement in innovation, compiling reports, monitoring finances and organising innovation contests or showcase events.

The post holder will contribute to the successful delivery of the Institutes' key activities (*Research, Innovation, Education, Knowledge Exchange*) and support the coordination of day-to-day Innovation Hub operations, ensuring adherence to University policies and procedures.

The role encompasses a range of responsibilities such as handling commercially sensitive and confidential information, budget reconciliation, maintaining standard operating procedures, while operating best practice and offering a flexible approach to working processes at all times. The post holder will be expected to work closely with colleagues in existing central innovation support services.

**Key Responsibilities** This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities

1. Act as the key contact for all sustainability related innovation challenges: identifying, securing and growing collaborative between external organisations (businesses, social enterprises, local gov) and fellows.
2. Support the Director to create good relationships with external investors and business partners and drive innovation income.
3. Act as the key contact within the Hub for identifying, securing and growing innovation in sustainability and commercialisation opportunities among students and Fellows of the Institute.
4. Manage the organisation of innovation related events, workshops, pitching events, business plan competitions etc.
5. Carry out Due Diligence check and make sure the Hub's activities follow the University's Export Control policy and National Regulations. Discuss, draft and

negotiate consultancy contracts and Service Level Agreements, as necessary to secure feasible collaborations.

6. Help the Director to develop governance frameworks and key performance indicators for the Hub, managing growth and impact case studies, running processes to select projects and producing progress reports.
7. Support the planning and delivery of all aspects of hosting external organisations interested in innovation in sustainability to University of Surrey. Take ownership and act as lead for organising sandpits, workshops as well as liaising with external and internal attendees. This will include supporting the Institute's PR related activities around innovation.
8. Be a proactive member of the Institute's team, managing the delivery of high-quality support for the Institute Senior Leadership Team, including (but not limited to) planning, reporting and innovation hub budget reconciliation. Provide advice and guidance to the Institute Senior Leadership Team on identifying and raising awareness of opportunities to benefit the Institute and University of Surrey.
9. Work with other key departments in the University, including internal relationships listed page 5, Research Innovation and Impact, Marketing, Finance, Governance, Legal to support the integration of our pan-University Institute within the University.

N.B. The above list is not exhaustive.

**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.

**Planning and Organising**

- By becoming familiar with the University's existing innovation eco-system (Student Enterprise, SETsquared Incubation, Technology Transfer and the other teams within Innovation Strategy), the post holder will take responsibility for a series of sustainability related innovation aimed at the Institute for Sustainability, focusing on areas where there are gaps in the current provision to add value to overall services.

- Requests for work and information will arise from a variety of stakeholders. The post holder will be expected to review, prioritise and respond to these requests using their experience, judgement and knowledge about deadlines and importance.

### **Problem Solving and Decision Making**

- The post holder is expected to provide advice and solutions for any routine day to day problems, using previous experience combined with following departmental and University policies, processes and procedures.
- When managing more complex problems, the post holder will be expected to review and analyse the problem, putting forward appropriate solutions to senior managers as required.
- The post holder will be expected to have a sound knowledge of appropriate policies and procedures relating to their role, making reference to them to resolve problems and issues as they arise. The post holder will be privy to sensitive and confidential information and is expected to exercise their discretion in respect of the confidentiality and sensitivity of the information handled by the Institute.
- The post holder will be expected to use initiative to ensure that all administrative support provided meets the standards required and that innovative approaches are taken to resolving problems as necessary.

### **Continuous Improvement**

- The post holder will be expected to identify opportunities for improving the Institute's innovation and commercialisation. They will be expected to continually build and update their networks and contacts in line with agreed strategies and priorities.
- The post holder will be expected to contribute to the development and delivery of projects which form part of transformational activity to improve sustainability action for the Institute.

### **Accountability**

- In an environment where several tasks are needed to be undertaken simultaneously, the post holder is expected to exercise judgement in the management of their own day-to-day activities, ensuring work is prioritised so that key deadlines are met.
- The post holder will be privy to sensitive and confidential information and as such is expected to maintain high levels of confidentiality.

### **Dimensions of the role**

The post holder will manage the Hub's day-to-day activities and ensure co-ordination across the University and that the Hub operates in accordance with all University policies.

The post holder will be located within the Institute for Sustainability, whilst additional support will be available within wider Innovation Professional Services teams (Finance, Research & innovation, Faculty Research & Innovation Offices (FRIOs), Marketing & Communications).

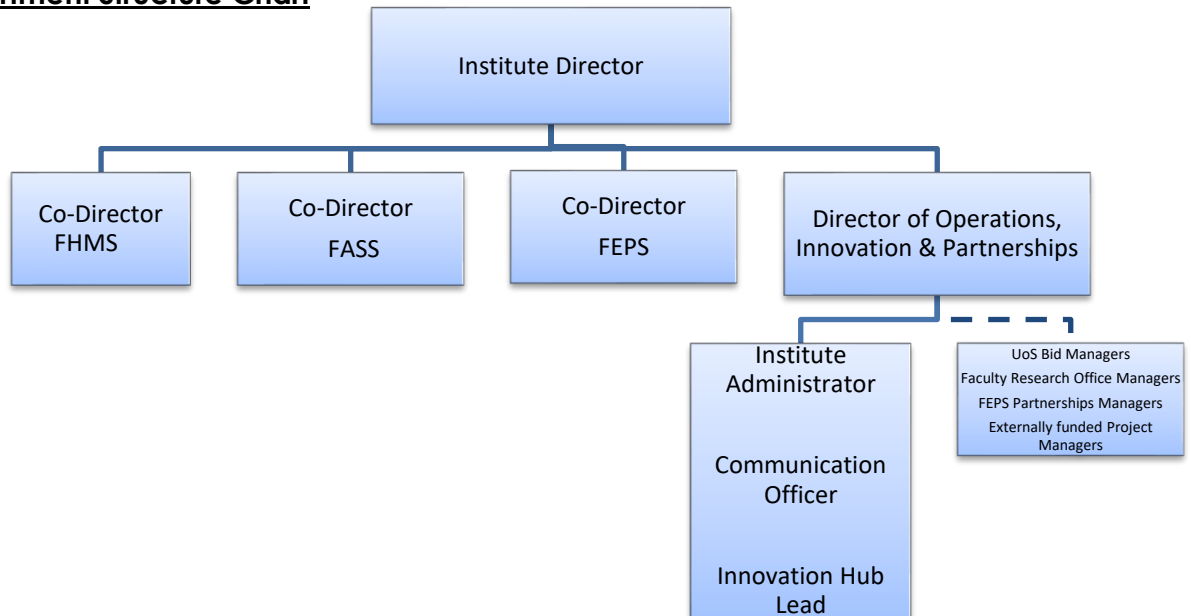
The role encompasses a range of responsibilities which may include the handling of sensitive and confidential information, budget reconciliation, maintaining standard operating procedures and updating when necessary, along with reviewing and delivering best practice, offering a flexible approach in working style.

<b>Person Specification</b> 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.		
<b>Qualifications and Professional Memberships</b>		
Professionally qualified with a relevant degree/postgraduate qualification, plus significant relevant market/sector awareness OR Extensive vocational and relevant management experience demonstrating professional development through involvement in a series of similar or related roles, supported by evidence of significant appropriate knowledge		E
Membership of a professional body		D
<b>Technical Competencies (Experience and Knowledge)</b> This section contains the level of competency required to carry out the role	<b>Essential/ Desirable</b>	<b>Level 1-3</b>
Experience of commercial deal making or licensing in HEI	E	3
Experience of patenting process and working with legal agreements	E	3
Experience of organising workshop, pitching events and business plan competitions etc	E	3
Experience of negotiating at a senior level	E	2
Project Management skills	E	2
<b>Special Requirements:</b>		<b>Essential/ Desirable</b>
Willingness and ability to undertake training on bespoke databases.		E
Willingness to provide administrative assistance and/or cover for other members of the Institute, working flexibly to achieve key objectives.		E
<b>Core Competencies</b>		<b>Level 1-3</b>
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
<p>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.</p> <p>Should significant changes to the Job Purpose become necessary, the post holder will be consulted, and the changes reflected in a revised Job Purpose.</p>		
<b>Organisational/Departmental Information &amp; Key Relationships</b>		

### **Background Information**

This is a new role that arises from the University's creation of a cross-institution, multi-disciplinary Institute for Sustainability. This Institute has now launched its Sustainability Innovation Hub to increase the scale and enhance the excellence of the University's research and innovation in priority areas. Through cross-faculty, interdisciplinary collaborations, and business and external partner engagement, we will break new ground, producing world-class research and effecting significant change. The post holder will report to the Director of Operations, Innovation & Partnerships. The Senior Leadership Team includes the Institute Director, the Director of Operations, Innovation & Partnerships and one Co-Director from each of the University's three Faculties: the Faculty Arts and Social Sciences (FASS), the Faculty of Health and Medical Sciences (FHMS), and the Faculty of Engineering and Physical Sciences (FEPS).

### **Department Structure Chart**



### **Relationships**

#### **Internal**

- Director of Operations, Innovation & Partnerships
- Institute Senior Leadership Team
- Institute Fellows in all faculties
- Faculty, Schools, and department/centre administration teams
- Innovation Strategy team incl. Incubation & Entrepreneurship
- Research Facilitation Officers
- Research and Innovation Services (RIS)
- Central services (HR, Finance, Facilities, Estates, Catering etc.)
- Academics and Students including Post Graduate Researcher students and Postdoctoral Researchers

#### **External**

- External funders, investment organisations
- Visiting guests, staff and students
- Partner organisations / institutions/stakeholders/Research Funding Bodies
- Suppliers / service providers/Event & Conference Organisers

**N.B. The above list is not exhaustive.**