

Post Details	Last Updated: April 2024		
Faculty/Administrative/Service Department	Research, Innovation and Impact (RII)		
Job Title	Innovation Support Officer		
Job Family	Professional Services	Job Level	3
Responsible to	Senior Project Officer (Innovation)		
Responsible for (Staff)	No staff report to this post		

Job Purpose Statement

The post holder is responsible for providing effective and efficient specialist support to the Head of Innovation & Impact and the innovation team, supporting the successful delivery of RII services across the wider RII portfolio. The post holder will be the primary point of contact for internal and external queries into the innovation team and will be expected to triage queries and advise on routine matters. The post holder will be responsible for financial and administrative operations across the innovation team.

They will be expected to pro-actively identify problems and put forward solutions relating to their work and areas for better co-ordination across all the Support Officer roles within the directorate.

Key Responsibilities

1. Support the Senior Project Officer (Innovation) to manage the financial administration of the Innovation & Impact portfolio, including overseeing day to day processing of financial transactions, through liaising with finance, procurement, academics and companies, to ensure: accurate reconciliation of projects, production of financial statements, claims for costs are raised, and payments are received promptly in accordance with funder and University requirements. Ensure a timely closure of completed projects' finances.
2. Ensure due diligence is performed on potential external partners, liaising with Assurance, Ethics & Governance, Secretariat and Health & Safety, as required.
3. Advise and assist stakeholders on specific aspects of innovation and impact and to manage consultancy queries, deliver consultancy costings and liaise with RII contracts team to develop consultancy agreements.
4. Manage the preparation and issue of Innovation contracts for signature, liaising with the Contracts team, the Innovation Managers and external funders, as required, and ensuring any contract extensions are prepared in a timely manner and that the suite of contracts are updated with current legislation.
5. Support recruitment and human resource activities associated with external innovation programmes e.g. Associates, and projects, where applicable, liaising with HR, academics and companies.
6. Be the primary point of contact for internal and external queries. Maintain the generic mailboxes. Create and maintain electronic project files for all project documentation and support the Senior Project Officer (Innovation) in data collation and preparation when required (including HE-BCI and KEF).
7. Maintain a sound knowledge of policy and operational issues related to innovation activities including liaising with relevant government and business support agencies where needed.
8. Lead on the development and delivery of innovation events (predominantly with business development focus and external stakeholders), promotional materials, and networking and marketing opportunities – both internally and externally.
9. Undertake analysis to support the Head of Innovation in decision-making, strategy and external reporting. Provide written reports, data, presentations where required.
10. Support the production of the Innovation & Impact Dashboard and reporting against KPI service objectives and standards to maximise service quality and efficiency.

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

Planning and Organising

- The post holder will work closely with their manager to understand the needs of the team and respond accordingly. Once they have received direction, they will be expected to work with minimal supervision, feeding back if they encounter problems/issues that they are unable to solve on their own.
- The post holder will work on a range of tasks concurrently and must therefore operate flexibly and react positively to changing circumstances and requirements.
- Working with minimal supervision the post holder will be required to apply judgement and initiative when managing their workload, including any medium-term priorities.
- The post-holder will be responsible for organising their time so that they can deal with conflicting priorities and will need to demonstrate a considerable level of flexibility in order to respond to any unforeseen problems.

Problem Solving and Decision Making

- Although the post holder will work within a framework of existing processes and policies, they have the freedom to take a pro-active approach to problem solving and have the delegated authority to resolve problems using their judgement and experience to make appropriate decisions.
- The nature of the work expected also means that the post holder may be expected to complete tasks or contribute to activities which are new, and therefore fall outside of established procedures. The post holder will be expected to suggest and implement solutions where appropriate.
- Day to day issues are likely to be varied, and problem solving and decision making at different levels will be an ongoing requirement. The post-holder will need to respond positively and flexibly to changing circumstances and requirements. It is therefore expected that the post holder will communicate with the Team Manager if they are unsure how best to resolve an issue and/or prioritise their workload.
- The post-holder will be required to analyse problems of which they may have little or no experience, and are responsible for carrying out necessary research to provide solutions, referring to relevant policies and procedures as required. If the problem requires more senior attention, it can be referred to the Team Manager, the post holder is however expected to have a degree of involvement in finding and implementing resolutions in this case.
- The post holder may have access to sensitive external and internal information and will be required to keep such information confidential, referring to the appropriate manager if in doubt.

Continuous Improvement

The post holder will be expected to review current procedures and suggest changes that improve the service, facilitates sustainability and widens RII opportunities. Improvements will require the approval of the Head of Innovation & Impact, to ensure they fit within the current programme and budgets before implementation.

Knowledge transfer, sharing of best practice, and process transparency are key benefits of successful administration across the RII function. As such, the post holder will actively be engaged in exchanging ideas within the wider team on continuous improvement for their skillset, and documenting these processes for awareness.

Accountability

The post holder will operate with minimum day-to-day supervision in the day-to-day planning, organising and performance (to an agreed quality standard and specification by their Manager) of a wide range of activities in support of the RII portfolio of directorates and the wider Research & Innovation community.

Dimensions of the role

- The post holder will work flexibly across the innovation & impact team, and more widely across all services and programmes in the RII portfolio. This includes for example: consultancy services; external business engagement and services; industrial partnership development; SME support programmes; Student Enterprise services; and Technology Transfer.
- They may work on multiple projects simultaneously.
- They will deal with uncertainty – handling requests and queries.
- They will provide short term, short notice support to other activities where constraints demand extra resource, as guided by their Manager.
- The post holder does not have any budgetary or supervisory responsibility.

Supplementary Information

The RII division supports the research and innovation activity across the University. Support teams are based in faculties and as part of an RII Office. The focus of the RII division is on excellence, assurance and operations. Teams support the lifecycle of research and innovation, supporting funder visits, finding opportunities, bidding and award through to demonstrating outcomes and impact (working closely with colleagues across other professional services, including Strategic Planning, Research Finance, Library and Learning Support Service and the Surrey Innovation District).

Person Specification

Qualifications and Professional Memberships

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

Or:

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.

E

Technical Competencies (Experience and Knowledge)

Essential/
Desirable

Level
1-3

Comprehensive knowledge of relevant business processes

E

3

Sound working knowledge and experience of financial practices and budget administration

E

3

Confident in communicating with people at all levels of the organisation and externally

E

3

Experience of working in a service environment and dealing with multiple stakeholders

E

2

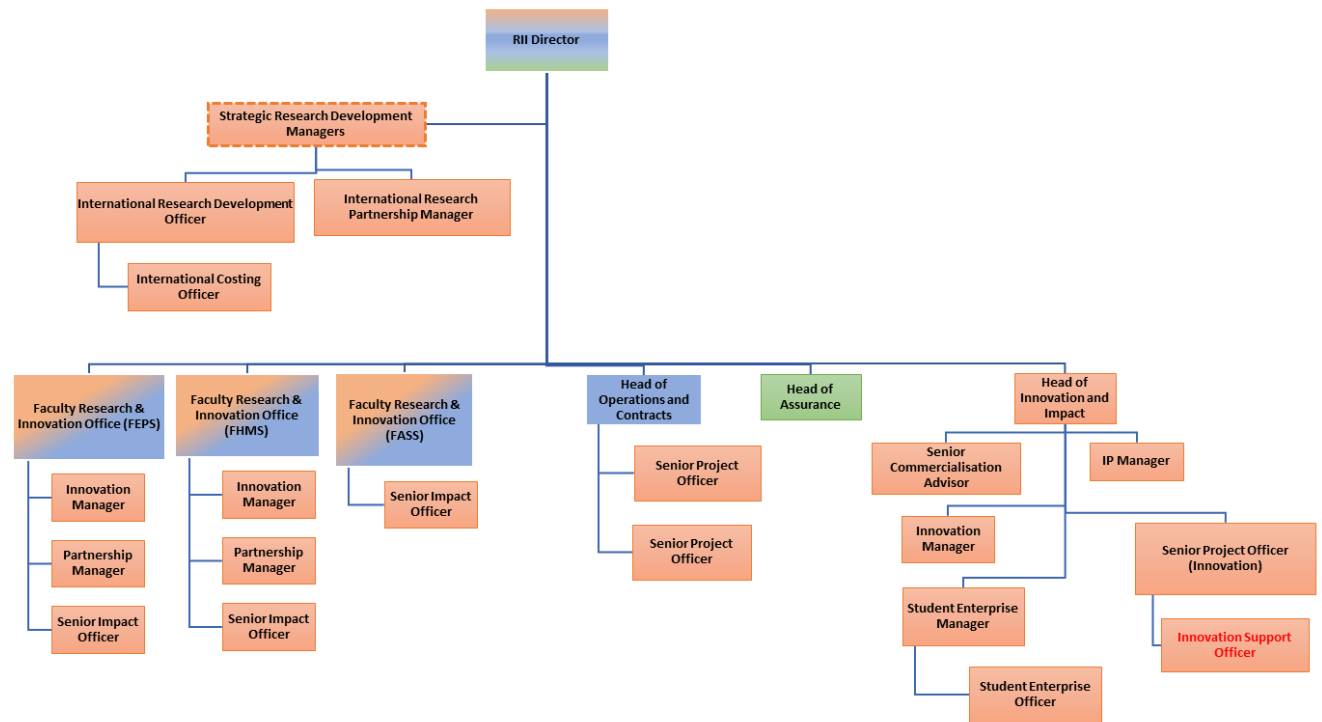
Ability to work independently

E

2

Excellent IT skills, including use of MS Word, Excel, Outlook and PowerPoint	E	2
Experience of database entry with proven attention to detail and accuracy	E	2
Experience of relevant University systems, e.g. Agresso Finance system, PeopleSoft/SAP HR system, Inteum IP system, etc	D	2
Special Requirements:		Essential/ Desirable
You may occasionally be required to provide support outside of your normal working hours and /or place of work. This would be by agreement with your line manager		E
Core Competencies		Level 1-3
Communication		3
Adaptability / Flexibility		2
Customer/Client service and support		3
Planning and Organising		3
Continuous Improvement		2
Problem Solving and Decision Making Skills		2
Managing and Developing Performance		n/a
Creative and Analytical Thinking		1
Influencing, Persuasion and Negotiation Skills		1
Strategic Thinking & Leadership		n/a
Organisational/Departmental Information & Key Relationships		
<u>Background Information</u> <p>The Innovation and Impact Team form part of the Research, Innovation & Impact (RII) division. The division supports research, innovation, and impact activity across the University. Teams are based in faculties and as part of an RII Office. The focus of the RII division is on excellence, assurance, and operations. Teams support the lifecycle of research and innovation, supporting funder visits, finding opportunities, bidding and award through to demonstrating outcomes and impact.</p>		

Department Structure Chart



Relationships

The post holder will deal with visitors and provide/request information from internal and external contacts in a courteous manner in order to promote a professional image of the Directorates. They will liaise and build relationships with other University departments as well as external contacts, including company representatives, visitors from other universities and institutes, external consultants and agencies.

Internal

- RII Senior Management and teams, including Faculty Research & Innovation Offices
- Office of Pro-Vice-Chancellor, Research & Innovation (PVCRI)
- Professional Services departments
- Associate Deans (Research & Innovation), Heads of Departments/Centres, Faculty project support staff, Faculty Research & Innovation Managers

External

- Mentor, funder, partner and investor networks
- Alumni
- Various external partners and government bodies/agencies
- External suppliers for booking or ordering goods and services