

Post Details		Last Updated: July 2024	
Faculty/Administrative/Service Department	Research, Innovation & Impact (RII)		
Job Title	Senior Project Officer (Student Enterprise)		
Job Family	Professional	Job Level	4
Responsible to	Student Enterprise Manager		
Responsible for (Staff)	N/A		

Job Purpose Statement

The Student Enterprise team promote, deliver, and enhance student enterprise activity at the University of Surrey, providing all students with the opportunity to develop the skills, capabilities, mind-sets, and knowledge to become more entrepreneurial.

This role is responsible for managing the communication and engagement activity for Student Enterprise and for providing project management expertise to support the portfolio of programmes and the day-to-day operations of Student Enterprise, supporting its growth and reputation. This includes planning, organising, delivering, recording and reporting on activities including projects, marketing, events, communications, PR, meeting facilitation, and network development. Through the provision of this service this role contributes to the continued growth and success of Student Enterprise, leading to greater opportunity for student generated business start-ups, improved employability for students, and enriched student experience.

The post holder plays a key role within Student Enterprise and its networks, ensuring all activities happen in an efficient and timely manner and are recorded and reported to allow success to be monitored and celebrated. Whilst actions are guided by well-established internal guidelines/frameworks, the post holder has the freedom to consider which of these should be followed to achieve the desired outcome.

Key Responsibilities

1. With a comprehensive understanding of the Student Enterprise activities, scope, plan, create, edit and publish high-quality marketing and PR content, ensuring the production of high impact, branded material to promote and increase the visibility of the Student Enterprise offerings across the University and external networks.
2. Maintain the website and social media channels and develop communications to advertise and report on events and activities of Student Enterprise.
3. Organise and run the coordination aspects of events, workshops, training programmes and hackathons, such as the Entrepreneur's Café, bootcamps, Build an Entrepreneur and SE End of Year celebration. This includes bookings, invitations, catering, event collateral, venue set up, guest support, feedback collection and collation.
4. To successfully plan and deliver projects to agreed outcomes, timeframes and budgets, and within funder requirements, where applicable this will include elements of projects delivery by the individual.
5. Build relationships with internal and external stakeholders, including students, academics and businesses engaged in student enterprise activities. Maintain a minimum target of 200 students (60% post grad) and track the support they receive.
6. Engage in continuous improvement across student enterprise activities and remain innovative in creating new ways to grow the student enterprise programmes, and the culture of entrepreneurialism across the campus.
7. Develop mechanisms and processes to monitor progress, collect and collate metrics for Student Engagement activities and support the Student Enterprise Manager to prepare reports to demonstrate the value of the programmes and activities.
8. Support the Enterprise Manager to manage the physical space and infrastructure of the Enterprise Cube along with the co-shared new games innovation zone space.

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

- To manage and prioritise a diverse workload with relative autonomy and to work within internal and external funding guidelines, processes and procedures with minimum day-to-day supervision.
- To make effective use of communication and marketing tools and systems to organise, promote and deliver Student Enterprise events and outreaches.
- To organise the delivery of the Student Enterprise events programme for the year, working with the Student Enterprise Manager to ensure effective support is provided for all events.
- To maintain an up-to-date awareness of all offerings to plan and align activity.
- To support a collaborative approach to student enterprise and develop new projects and initiatives that span across departmental and Faculty boundaries.
- To apply initiative when managing their workload, including medium and short-term priorities and when responding to any conflicting demands.

Adaptability/Flexibility

- The post holder will Support the Student Enterprise Manager and the rest of the team to ensure the effective project management, communication & engagement of Student Enterprise activities. They will need to be flexible to support the team to resource any significant operational or reputational issues.
- The post holder will be expected to work as part of a team, ensuring there is resilience across all the activities as well as their having their own defined activities based on their skill set.
- The post holder will be expected to make operational decisions on the projects and activities they are supporting and adapt the delivery to suit the audience in question.
- To be proactive in driving the advertising and marketing campaigns to ensure EDI is considered and approaches adapted where needed.

Continuous Improvement

- To continually develop ways to promote and market Student Enterprise to recruit new students and increase business engagement. To implement improvements with the approval of the Student Enterprise Manager.
- To support students to solve any problems in engaging with the student enterprise activities.
- To continually identify ways to improve the events and marketing activities, and create new projects and programmes, through collecting feedback and researching best practice from wider networks.
- To continuously review and update forms, processes, procedures relating to communications and engagement.

Accountability

- The role involves the successful management and co-ordination of multiple projects and activities in relatively short timeframes, frequently working to tight deadlines. Therefore, the post holder must operate flexibly and react positively to changing circumstances and requirements. They are expected to use initiative and judgement to address and resolve more complicated problems and issues, referring the most complex issues outside of the remit of their role to their line manager.
- As a client-facing position, the post holder is expected to establish and maintain professional working relationships with both internal and external clients. To be responsible for ensuring that there is a contact point for all students to engage with Student Enterprise activities, to offer support and ensure enquires are addressed. To take responsibility for communicating through the University channels and faculty networks to raise awareness within the academic, student and business communities of the student Enterprise Offerings.

Dimensions of the role

- To support the delivery of projects, communication and engagement services of Student Enterprise.
- To maintain a target of at least 200 students and 60 businesses, actively engaging in Student Enterprise activities.

- To organise and run events and engagement activities that bring the students together with academics, businesses, mentors, and support partners.
- To undertake other duties of a similar nature as reasonably required by your line manager.
- The postholder will frequently experience more unusual queries or issues, where there is no formal guidance or trouble shooting. In these cases, the postholder is required to interpret past precedents and apply their judgement to determine an appropriate course of action, or where resolution is not straightforward to refer the matter to their line manager for guidance/resolution.

Supplementary Information

- There may be the requirement for UK travel – particularly to other university partner locations and SME offices.

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

Degree, HND, NVQ 4 qualified or equivalent in relevant subject/relevant formal training, plus a number of years' experience in similar or related roles.

Or:

Significant vocational experience, demonstrating development through involvement in a series of progressively more demanding relevant work/roles, and the acquisition of appropriate professional or specialist knowledge.

E

Technical Competencies (Experience and Knowledge)

**Essential/
Desirable**

**Level
1-3**

High level of IT skills, ideally with Microsoft Office - Word, Excel, Outlook and Powerpoint and other databases.

E

3

Excellent written and verbal communication skills.

E

3

Experience in marketing, communications and events management and delivery.

E

3

Experience in maintaining websites and social media channels.

E

3

A demonstrable understanding of, or experience in engaging students and supporting their aspirations and development

E

3

A demonstrable understanding of, or experience in business engagement and relationship management

E

2

Experience of project management; planning and delivery

E

2

Experience in customer/client service and support

D

2

Special Requirements:

**Essential/
Desirable**

Core Competencies

**Level
1-3**

Communication

3

Adaptability / Flexibility

2

Customer/Client service and support

3

Planning and Organising

3

Continuous Improvement

3

Problem Solving and Decision Making Skills

2

Managing and Developing Performance

NA

Creative and Analytical Thinking

2

Influencing, Persuasion and Negotiation Skills

2

Strategic Thinking & Leadership

1

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.

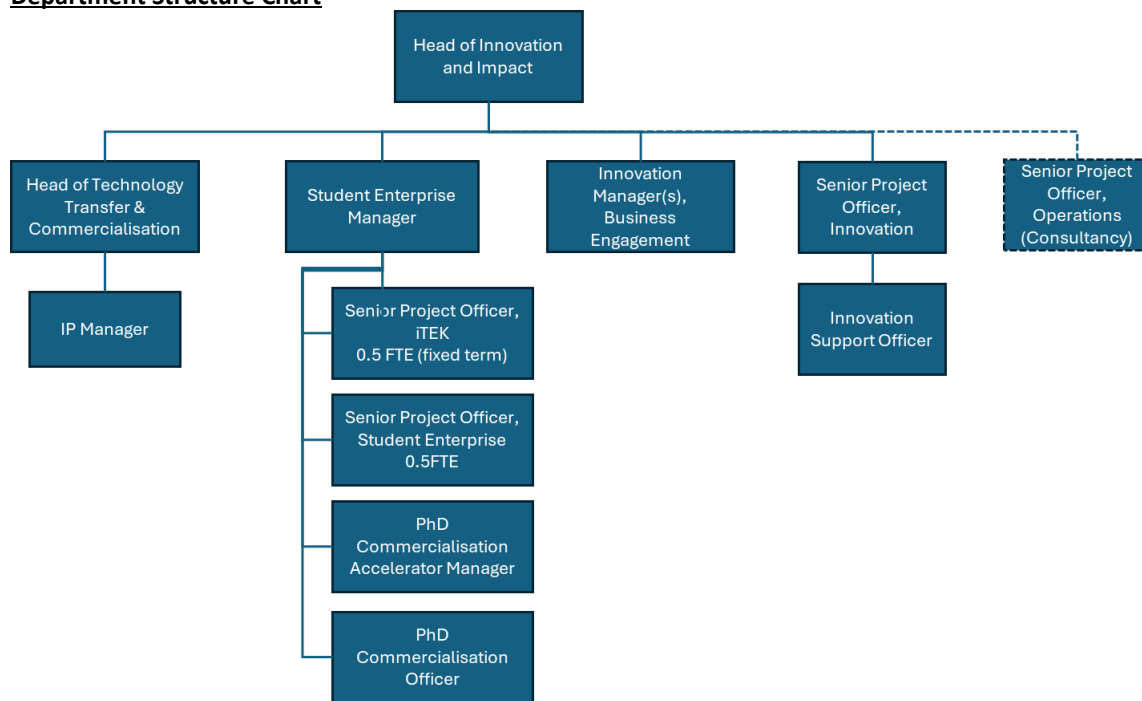
Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.

Organisational/Departmental Information & Key Relationships

Background Information

The 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.

Department Structure Chart



Relationships

Internal

- Research, Innovation, & Impact Support Staff in the RII Office and Faculty Research & Innovation Offices.
- Professional Services departments.
- Academics, students, student organisations, and innovation ecosystem managers.
- Surrey Innovation District.

External

- Mentor, funder, partner, and investor networks.
- Regional businesses.
- SETsquared central team.
- HEI partner centres.
- Sector relevant corporations.
- External suppliers.