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| **vPost Details** | **Last Updated:**  |
| **Faculty/Administrative/Service Department** | Faculty of Health & Medical Sciences |
| **Job Title** | vHive Support Assistant (Sustainability) |
| **Job Family**  | Professional Services | **Job Level**  | 2b |
| **Responsible to** | vHive Project & Operations Manager/Lead and vHive Incubation Manager |
| **Responsible for (Staff)** | n/a |
| **Job Purpose Statement**The post holder will provide proactive, professional, and responsive administrative support to the Veterinary Health Innovation Engine (vHive) team, with a focus on a sustainability project. They will play a key role in developing and maintaining the project’s database, while also supporting the delivery of wider vHive initiatives from concept to completion. This includes administrative support for vHive’s contracting and project reporting processes. The post holder will ensure compliance with University of Surrey processes and contribute to the efficient functioning of the vHive team through high-quality administrative and operational support. |
| **Key Responsibilities**  |
| 1. **Act as the first point of contact** for general queries concerning the sustainability project. Support the Sustainability Incentives Project by maintaining accurate records, managing timelines, and coordinating documentation and communications.
2. **Monitor, coordinate, and disseminate updates** to project materials when appropriate. Assist in the preparation of documentation for ongoing vHive projects and vHive Incubator activities.
3. **Provide day-to-day administrative support** to the vHive team, ensuring smooth and efficient operations across all activities including planning and organising relevant meetings.
4. **Coordinate meetings, workshops, and events**, including scheduling, preparing agendas, taking minutes, and managing follow-up actions. Organise document preparation with colleagues (e.g., Microsoft Word, Excel, PowerPoint), including formatting, photocopying, and distribution in accordance with copyright regulations. Produce and prepare high-quality documents as requested.
5. **Proofread documents** before publication or distribution from the internal team to ensure they are free from typographical errors, maintaining standards aligned with vHive’s ethos of excellence.
6. **Draft and format summary tables and trend reports** to support internal and external reporting.
7. **Support presentation preparation** for colleagues, ensuring clarity, accuracy, and consistency in messaging and visuals.
8. **Assist with contacting and scheduling meetings** with NGOs, government agencies, and other data providers relevant to the project.
9. **Support the ongoing update and validation of project documents** as the project evolves and requirements change.
10. **Track sources of new data or policy changes** over time and keep internal stakeholders informed.
11. **Raise purchase requisitions** and place orders with suppliers in accordance with university policy. Manage receiving goods and goods-receipting purchase orders.
12. **Undertake arrangements for visitors to vHive**, liaising with other University departments and external bodies (e.g., Travel Company, Parking Office) and ensure timely arrangements.
13. **Develop and maintain relationships with university colleagues**, delivering high standards of customer service to all internal and external stakeholders.
14. **Ensure compliance with University of Surrey policies and procedures**, including procurement, finance, and data governance requirements.

**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.
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| **Elements of the Role** |
| **Planning and Organising** * The post holder must demonstrate excellent organisational and planning skills, with strong attention to detail. They will be expected to manage their workload independently, applying sound judgement and initiative to balance short- and medium-term priorities.
* Flexibility is essential, as the post holder will need to adapt to the changing needs of the project(s) and support the coordination of team activities. They will also be responsible for ensuring the smooth delivery of a variety of events and tasks that contribute to project goals.
* The role requires effective time management, particularly in handling conflicting demands, and the ability to respond calmly and efficiently to unforeseen challenges with minimal supervision.
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| **Problem Solving and Decision Making** * Given the exploratory nature of the Sustainability Incentives Project and other vHive initiatives, the post holder will often be involved in work at an early stage of development, where established procedures may not yet exist. They will be expected to contribute to identifying practical solutions and take initiative in implementing improvements to support project delivery.
* Day-to-day challenges are likely to be varied, requiring the post holder to make decisions based on sound judgement, previous experience, and evolving project needs. They will need to respond positively and flexibly to shifting priorities and circumstances.
* Where issues fall outside of existing experience or guidelines, the post holder will be expected to seek guidance from appropriate colleagues. They must also be able to build effective working relationships with internal and external stakeholders, navigating a range of administrative and stakeholder-focused issues where the best course of action may not always be immediately clear and will require thoughtful consideration.
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| **Continuous Improvement*** The post holder will support the continuous improvement of project and administrative processes by contributing feedback and suggestions where appropriate. They will assist in identifying areas where small changes could enhance the efficiency or quality of project delivery.
* With awareness of budget considerations, the post holder will be expected to support the team in maintaining value for money while upholding standards of quality and effectiveness in their work.
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| **Accountability** * The post holder will work in accordance with established University and departmental processes to help maintain high standards of service and support across all projects in which they are involved inclusive of the Sustainability Incentives Project.
* While most tasks will be guided by existing procedures, the post holder may occasionally need to exercise judgement in managing their workload and should seek advice from their line manager when faced with more complex or unfamiliar issues.
* As the role may involve access to sensitive or confidential information, the post holder is expected to handle such material responsibly in accordance with GDPR (insert doc title) and maintain strict confidentiality at all times.
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| **Dimensions of the role** * The post holder will not have line management or budgetary responsibilities. However, they will be expected to work collaboratively with colleagues and develop professional, positive working relationships with both internal and external stakeholders in support of the Sustainability Incentives Project and wider vHive activities.
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| **Person Specification**  |
| **Qualifications and Professional Memberships** |  |
| HNC, A level, NVQ 3, HND or equivalent relevant experience | D |
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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** |
| Good organisational skills, with a proven ability to produce plans and to prioritise deadlines  | E | 3 |
| Previous experience of working in an administrative/secretarial role | E | 2 |
| Familiarity with public relations and the use of electronic media | E | 3 |
| Excellent verbal and written communication skills, with a proven ability to build strong and effective working relationships with internal/external stakeholders | E | 2 |
| Excellent accuracy and attention to detail | E | 3 |
| Excellent IT skills (Microsoft Office) and ability to manage multiple diaries using Outlook | E | 2 |
| Ability to handle sensitive information in a confidential manner | E | 2 |
| Knowledge of the animal health industry | D | n/a |
| Experience of the Higher Education Sector and a basic awareness of the activities of the University | D | n/a |
| **Special Requirements:**  | **Essential/Desirable** |
| n/a | n/a |
| **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** |
| CommunicationAdaptability / FlexibilityCustomer/Client service and supportPlanning and OrganisingContinuous ImprovementProblem Solving and Decision-Making SkillsManaging and Developing PerformanceCreative and Analytical ThinkingInfluencing, Persuasion and Negotiation SkillsStrategic Thinking & Leadership | 222322n/a12n/a |
| Background Information  |
| vHive was launched in 2015 as a partnership between the University of Surrey and Zoetis, supported by Enterprise M3. Its primary aim was to drive investment in cutting-edge digital technologies for animal health, fostering research and innovation.In 2023, this exciting initiative evolved with a new mission summarized as: **“From data to information to actionable insights and solutions in veterinary medicine.”** As part of this evolution, vHive launched the Animal Health Incubator, strategically designed to integrate startup companies into our ecosystem. The incubator supports these startups by facilitating collaborative research and innovation, while also creating valuable educational opportunities for students. The jobholder will fit into the matrix of projects requiring support inclusive of the vHive Incubator with a specific focus on the sustainability work ongoing. |
| Department Structure Chart vHive Support Assistant (Sustainability) |
| RelationshipsInternal* Director of vHive
* Veterinary Director of vHive
* vHive Incubator Manager
* vHive Project & Operations Manager/Lead
* Finance
* Principle Investigators

ExternalSupporting the team by communicating with external stakeholders, including Zoetis and other partners or organisations as required. |