

Post Details	Last Updated: 03/10/2023		
Faculty/Administrative/Service Department	Department of Nutrition, Food and Exercise Sciences		
Job Title	STAR Hub Industry Engagement Manager		
Job Family	Professional Services	Job Level	4
Responsible to	Principal Investigator of STAR Hub (with dotted line to Senior Business Manager, Enterprise Programmes)		
Responsible for (Staff)	n/a		

Job Purpose Statement

To manage activities of the [STAR Hub](#) (Start Health – Stay Healthy | Aligning Public and Planetary Health Through Precision Plant-Based Dietary Solutions across the Life-course), a Diet and Health Open Innovation Research Club (OIRC) Innovation Hub funded by BBSRC UKRI. The Hub aims to serve as a platform for thought leadership and to support partnerships between academics and industry partners to generate new data and evidence that can be exploited by UK-based industry to ultimately develop innovative plant/fungi/algae-based products, services and systems that are targeted to specific life stages to improve and maintain health across the life-course. Currently, the Hub's focus centres around the following 4 challenge areas:

- Polyphenols in maintaining metabolic, cognitive and mental health
- Fibre and Resistant Starch
- Nutritional adequacy of alternative, sustainable proteins across the life-span
- Improving the nutritional, health and sustainability profile of existing or novel plant/fungi/algae-based foods.

The Hub is led by the University of Surrey in collaboration with Ulster University, University of Reading, Newcastle University and University of Leeds.

The post holder will use their understanding of “diet & health” or specifically plant/fungi/algae-based foods research, policy and market trends to anticipate and predict developments, including economic, political and social factors and how these might impact STAR Hub activities. Conversely, helping the programme to shape such developments by driving academic-business engagement and working with UKRI to ensure appropriate connections are made between the programme, end users, policy makers and policy influencers.

The post holder will design, arrange and run meetings and events, promote the Hub and its impact grants through outreach activities, fostering and supporting the exchange of information and expertise, and building a diverse community of academics, industry leaders and third sector representatives. The post holder will work with the Research, Innovation & Impact (RII) Directorate to manage the administration of the impact grants to deliver the workload specified in the ‘Case for Support’, track the budget and impact grant expenditure and prepare reports on the Hub's activities.

Key Responsibilities 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)

1. Provide leadership for knowledge exchange and impact development and provide advice to various stakeholders.
2. Grow the Hub membership and support and nurture partnerships with academic and industry partners, leading to the development of new projects, external funding opportunities and investment;
3. Support the formation of working groups in line with the Hub's challenge areas, and the organisation of industry innovation fora, sandpit discussions and training events;
4. Support and work with the British Nutrition Foundation (BNF) to manage the communication and dissemination activities, including creation of case-studies, maintenance of the Hub's website and social media accounts, and engagement with the Hub membership;

5. Liaise with the other 5 Diet and Health (OIRC) Innovation Hubs and support cross-Hub activities and collaboration;
6. Manage the set-up and administration of the Hub meetings, including the Executive Group, Management Board and External Advisory Board. Support the collation of information and creation of reports to the Hub's committees and the funder;
7. Liaise with RII to ensure Hub processes and procedures are complied with and continually review and implement improvements to ensure the Hub operates efficiently;
8. Undertake data analysis and prepare reports on the Hub's activities, including those related to the award of impact grants.

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

The post holder

- Will be responsible for building links with academic colleagues and industry partners using a supportive and facilitative approach;
- Will be responsible for reviewing the funding landscape, policy and market trends, identifying new potential opportunities to shape the programme, and drive knowledge exchange and impact;
- Will monitor the number of impact grant applications and successes in both grants awarded and external funds secured for research impact to identify opportunities and barriers;
- Will be responsible for working with the BNF, Marketing & Communications to organise industry innovation fora, sandpit discussions and training events;
- Will be responsible for liaising with RII on the administration of the STAR Hub;
- Needs to be able to prioritise activities and plan their work which is often based on externally imposed hard deadlines.

Problem Solving and Decision-Making

The post holder will

- Respond to enquiries from external organisations and from academics wishing to engage with the STAR Hub;
- Help develop existing relationships and broker new ones where there are appropriate opportunities, including engagement with sector and regional bodies;

- Work with academics to develop their partnership ideas and plans in support of the STAR Hub programme;
- Identify the most suitable funding mechanisms or activities for an idea, academic or partnership, engage and advise partners on their involvement in these funds;
- Support the development of proposals, actively shaping the aims and approach for both the impact grant funding and external funding opportunities.

The role requires

- An ability to rapidly understand the perspectives of businesses and external organisations operating in the (plant/fungi/algae-based) food industry;
- Influencing skills such as the need to tailor content and communication to the audience and to be able to adapt as situations change.

Continuous Improvement

The post holder

- Will be expected to identify opportunities for improving the Hub's engagement processes and approaches to relationship management. Based on their knowledge and experience, they should aim to identify best practice and then share that with colleagues.
- Will be expected to continually build and update their networks and contacts.
- Is expected to work with the Executive Group to continually review and make recommendations for improvements to the STAR Hub in relation to the challenge areas, project management, administration, financial, and contractual support processes to ensure the smooth running of the Hub's services. They are expected to take a proactive approach to identify ways to address and implement improvements.

Accountability

The post holder

- Will lead on building both the Hub and the University's brand and reputation by ensuring that all partners have a genuine, authentic, and positive impression of the Hub. The post holder's dealings must always reflect values of honesty and integrity.
- Is expected to establish and maintain professional working relationships with both internal and external stakeholders.
- May experience unusual queries or issues, where there is no formal guidance or trouble shooting. In these cases, the post holder 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.

A confident verbal and written communication style is essential to provide support to academics and business partners on knowledge transfer matters.

Dimensions of the Role

The role requires strong, confident, and pro-active verbal and written communication to engage credibly with academic and industry partners, policy makers and the third sector representatives. The post holder will be expected to:

- Manage positive and productive engagement with all Hub members and the wide range of businesses and organisations they work with, demonstrating a sound understanding of innovative plant/fungi/algae-based products, services and systems;
- Proactively communicate with the STAR Hub's Principal Investigator, Executive Group, Management Board and External Advisory Board;
- Drive and maximise the impact of the Hub's interventions, in line with its remit and in support of the Diet and Health OIRC's objectives;
- Develop partnerships with non-academic partners in industry, the public sector and charities, leading to successful STAR Hub impact grant projects, further collaboration, externally funded projects and investment.

- Develop and deliver briefings, synthesise papers to publicise results and achievements from the programme to all stakeholders and understand how to use demand to drive policy formation;

Supplementary Information

- The post holder will be required to effectively communicate verbally and in writing with internal and external contacts at all levels of seniority, bridging the gap between academia and industry.

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

Professionally qualified with a minimum of an MSc in Biochemical, Biological, Biomedical or Nutritional Sciences with experience in working with industries within food/health sector
OR
Extensive relevant experience in partnership development and working with industry operating in the food and drink (or related) sector

E

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**

Excellent

- Planning, time management and organisational skills to enable the post holder to prioritise their workload and to meet multiple fixed deadlines
- Verbal and written communication skills
- Interpersonal skills with an ability to work co-operatively in a multidisciplinary setting at all levels across universities, other partners and external organisations

E

3

Experience of working on bioscience-based projects:

- Demonstrable understanding of knowledge exchange theory and practice
- Demonstrable knowledge of diet & health and in particular an understanding of “plant/fungi/algae-based foods” and key market players

E

3

Experience of developing partnerships between academia and industry including

- Planning and delivering knowledge exchange activities relative to an academic area
- Communicating with a wide range of audiences including industry representatives, academics, policy makers and the media
- Supporting leadership for impact development and providing advice to various stakeholders

E

3

Experience of building collaborations and supporting knowledge exchange and innovation

E

3

Ability to think innovatively and creatively across cross-cutting solutions

E

3

Project Management skills, from inception through to delivery and closure

D

2

Experience in organising and supporting events, preparing marketing materials and blogs and in maintaining and updating websites

D

2

Special Requirements:

**Essential/
Desirable**

Flexibility is required in relation to working times, occasional travel, and evening & weekend working may be required

E

Core Competencies This section contains the level of competency required to carry out this

Level

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.	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	2
Managing and Developing Performance	n/a
Creative and Analytical Thinking	2
Influencing, Persuasion and Negotiation Skills	3
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

Collaboration is one of the University of Surrey's major strengths and values. As a result, the University has become a key driver of economic growth with strong collaborative links with other academic institutions, public sector research establishments and major industry partners.

Led by the University of Surrey and based at the School of Biosciences, Department of Nutrition, Food and Exercise Sciences, the STAR Hub is a Diet and Health Open Innovation Research Club (OIRC) Innovation Hub funded by the BBSRC.

The Hub aims to serve as a platform for thought leadership and create partnerships between academic and industrial partners to generate new data and evidence that can be exploited by UK-based industry to ultimately develop new innovative plant/fungi/algae-based products, services and systems that are targeted and tailored to specific life stages to improve and maintain cognitive and mental health across the life-course. The STAR Hub will broker and support these activities through distribution of Business Interaction Vouchers and Flexible Mobility Awards and will facilitate translation/commercialisation activity through Feasibility Awards. Tripartite (industry/academia/third sector) network events such as industry innovation fora and dedicated working groups will stimulate cooperation and innovation and provide cross-sector, interdisciplinary training for early career researchers as future leaders in the UK food sector.

The postholder will be employed by the Department of Nutrition, Food and Exercise Sciences, working under the direction of and reporting to the STAR Hub's Principal Investigator, whilst working closely with the Enterprise Programmes Team in RII.

The postholder will work with the full range of teams across the University, as required, including academic researchers and administration staff, and professional services, such as Marketing & Communications, Legal, Technology Transfer, Research Information & Governance, Finance, and HR. Other key contacts will include external university and business partners and other organisations.

Relationships

Internal – University of Surrey

- Research, Innovation and Impact (RII) Directorate
- Department of Nutrition, Food and Exercise Sciences
- Marketing & Communications
- Institute for Sustainability
- Doctoral College
- Advancement

External

- (Partner) Universities
- Business leaders
- Industry Bodies
- Third sector organisations
- Funders
- National and local Government