

Post Details	Last Updated: 31/03/2026		
Faculty/Administrative/Service Department	FEPS / CSEE / Centre for Vision, Speech and Signal Processing (CVSSP) and the Institute for People-Centred AI (PAI)		
Job Title	Administration Officer (ACIT-Hub)		
Job Family	Professional Services	Job Level	3
Responsible to	Hub Lead / Principal Investigator (Dr Helen Cooper)		
Responsible for (Staff)	n/a		
<u>Job Purpose Statement</u>			
<p>Through the provision of high quality, effective and efficient administrative support the post holder contributes to the smooth running of the ACIT Hub. Working to support all operations in the hub, the post holder is required to assist the Hub team and visitors in all their relevant activities, providing a professional image to internal and external stakeholders and promoting a welcoming and nurturing research and training environment according to the University's values and ethos. The post holder is at the core of the ACIT-Hub's activities and is required to provide proactive support that often requires applying their own judgement, initiative and problem solving with a primary focus on offering excellent customer service.</p> <p>The post-holder will be working within a wider professional services team within CVSSP/PAI and will have responsibility for the Accelerated Compute Training Hub. Funded by the Engineering and Physical Sciences Research Council (EPSRC), the project is a collaboration between the University of Surrey, University of Oxford, University of Sheffield, Imperial College London and University of Bristol. Our aim is to create a go to hub for training and career development, supporting those working at the frontiers of accelerated compute infrastructure in the UK.</p>			
<u>Key Responsibilities</u> 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)			
<ol style="list-style-type: none"> 1. As part of the ACIT-Hub Team, provide support to staff and visitors, regarding all Hub related admin matters and communicate/implement actions as necessary. 2. Ensure that administrative processes and guidelines are updated and followed up in line with University and funders policy, identifying key changes, actions and deadlines and managing its relevant communication to the Hub. 3. Finance administration: Using the Agresso finance system to complete transactions for the Hub (purchases, invoices, accounts monitoring, suppliers, expenses). This includes, maintaining up-to-date records and producing reports as required (e.g Travel spend or event costs). Provide support and guidance to Hub Staff on activities such as travel, hospitality, events etc. 4. To act as Secretary of the Hub Team meetings, preparing and distributing agendas, minutes and supporting information collation. To be pro-active in ensuring actions are completed and progress updates are provided and reporting to the Hub Management Team on any issues pending to be resolved. 5. Support training activity in the Hub with the Hub Training Manager, supporting external learners and trainers through Hub processes including registration and maintaining the training catalogue. 6. Support Hub events with the Hub Event officer, duties include arranging transport for visitors, booking rooms/parking and helping with set up and running on the day. 7. Monitor the Hub mailbox and ensure that all queries are either responded to or directed to the appropriate Hub team member. <p>N.B. The above list is not exhaustive.</p>			

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 operate with minimum day-to-day supervision and will work both independently and as part of the Hub management team.
- On a day-to-day basis, the post holder will demonstrate initiative and flexibility in support of the other members in the Hub in the arrangement of their work priorities.
- The post-holder will be expected to maintain up to date knowledge of University and funders relevant administrative policies and be able to advise the Hub team accordingly.
- The post-holder will be expected to maintain an up-to-date knowledge of specific activities that can have an impact on the Hub's activities (e.g. health and safety regulations, eligibility rules and terms & conditions) to ensure accurate professional advice is confidently given at all times.

Problem Solving and Decision Making

- The post holder will be expected to exercise sound judgement and demonstrate initiative in terms of ensuring that the administrative requirements of the Hub are implemented effectively and according to standards and relevant guidelines.
- On a day-to-day basis the appropriate course of action will usually be found through referring to previous experience of similar problems, or through referring to well established University policies and procedures.
- When faced with more complex issues, the post holder is required to identify the nature of the problem or issue through analysis and to apply their judgement and initiative to find an appropriate resolution. When dealing with particularly unusual or complex problems, the post holder is expected to put forward recommendations on managing the situation/problem to the relevant Hub Management team member, referring to them for resolution when needed.

Continuous Improvement

- The post holder should suggest improvements or developments to current working practices to ensure the smooth running of the service they provide and may be required to implement these, after consultation with their line manager.

Accountability

- The post holder will ensure that issues/queries are dealt with effectively, especially in the absence of key Hub staff; responding directly to incoming enquiries and ensuring appropriate action is taken, referring more complex issues to the relevant Hub management team member.
- The post holder does not have any supervisory responsibility and is expected to work closely with the Hub Management Team in all relevant activities.
- While responsible to their line manager, the post holder will be accountable for organising their own workload ensuring that the sometimes-conflicting priorities are met on time.
- The post holder will be expected to have a good level of basic numeracy, accuracy, and attention to detail, and be able to manage complex arrangements.

Dimensions of the role

- The Hub is newly formed national initiative to develop and provide training to accelerated compute technical staff across the country. The Hub sits within the largest pan-University activity in AI in the UK.

- We operate a hybrid remote working model. The post holder will be based within the Surrey Institute for People Centred AI and is expected to attend campus when required during their duties. There is an expectation that the post holder will work on campus minimum 1.5 days a week as standard.
- The Hub will be hosting multiple events both locally and across the partner locations and the post holder will need to attend many of these to support the Hub lead and wider Hub team.
- This service role touches all aspects of the ACIT Hub and is critical to ensuring an inclusive culture which recognises and values the contribution of all.

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

HNC, A Level, NVQ 3, HND level or equivalent, with demonstrable relevant work experience
OR
Equivalent vocational experience, acquired through a combination of job-related vocational training or on-the-job experience, demonstrating development through involvement in a series of progressively more demanding relevant work/role.

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**

Knowledge of or understanding of the workings of Universities

E

2

Experience of working within a team and ability to plan and progress work activities taking own initiative and judgement and problem-solving skills recognising the need to keep others informed.

E

2

Comprehensive knowledge of MS Office

E

2

Good verbal and written communications skills

E

2

Understanding of Agresso finance system or equivalent

D

2

Website editing skills (via e.g wordpress or drupal content management systems)

D

2

Special Requirements:

**Essential/
Desirable**

May be required to work outside normal hours on occasion.

D

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**

Communication

2

Adaptability / Flexibility

2

Customer/Client service and support

2

Planning and Organising

2

Continuous Improvement

2

Problem Solving and Decision Making Skills

2

Managing and Developing Performance

1

Creative and Analytical Thinking

2

Influencing, Persuasion and Negotiation Skills

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

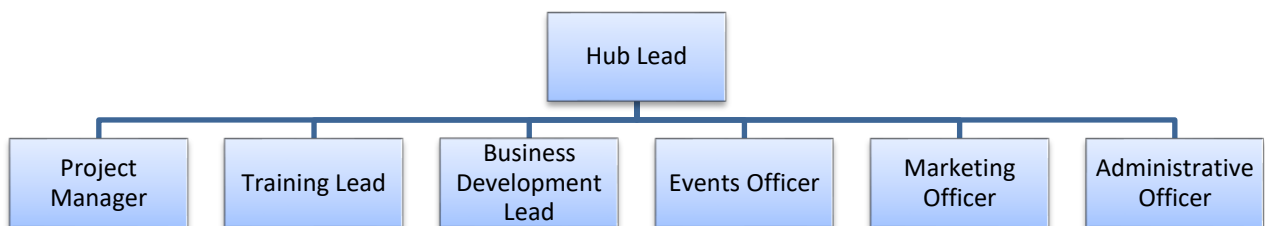
The ACIT-Hub links the University of Surrey, University of Oxford, Sheffield University, Imperial College London and University of Bristol. It is based at Surrey and is a collaboration between the [Surrey Institute for People-Centred AI](#) (PAI) and the Research Computing Services IT team. It is a recently founded national training hub for the technical experts who build and maintain the accelerated compute systems needed for the cutting-edge research that takes place both at Surrey and across the UK. The Hub's mission is to create a professional network for these experts and draw on their knowledge and expertise to develop a national-scale training program that will future-proof the UK's accelerated compute infrastructure. It will establish recognised qualifications and encourage diverse routes into the field to underpin the creativity and ingenuity on which research compute thrives.

The [Surrey Institute for People-Centred AI](#) is the founding pan-university institute at the University of Surrey, bringing together core AI-related expertise in audio-visual and signal processing, computer science, and mathematics, with its domain expertise across engineering and physical sciences, human and animal health, law and regulation, business, finance and the arts and social sciences. Our multi-disciplinary approach puts people at the heart of AI. Our research starts with the problems that impact individuals, communities and society, and identifies how AI can address these challenges safely, responsibly and inclusively. PAI's success builds on the strength of the University in foundational AI over the past 38 years through the [Centre for Vision, Speech and Signal Processing \(CVSSP\)](#) which is ranked 1st in the UK for Computer Vision and in the top 5 for Audio-Visual AI.

We spearhead advancements in core AI technologies like computer vision, generative audio, natural language processing, and signal analysis. Our research bridges theoretical foundations to real-world applications. By nurturing a collaborative environment for world-class researchers, CVSSP plays a pivotal role in shaping the future of these transformative technologies.

Shortlisted as University of the Year 2024 at THE Awards, the University of Surrey is a global community of ideas and people, dedicated to life-changing education and research. With a beautiful and vibrant campus, we provide exceptional teaching and practical learning to inspire and empower our students for personal and professional success.

Hub Team Structure Chart



Relationships

As the Hub's primary admin support the post holder is expected to develop solid understanding of key contacts and relationships both internally and externally.

Internal

- The post holder will be part of the ACIT Hub and work closely with the Hub Lead and Project Manager.
- As the Hub is closely aligned with PAI and CVSSP at the university they will need work together with the relevant professional services teams to align processes and procedures.
- Institute PhD students
- Faculty and Central services (HR, Marketing)
- Finance team
- Estates & Facilities, University Security Office

External

- Service providers & suppliers
- Visitors & guests to the Hub
- Partner organisations – institutions