

Post Details		Last Updated: 30/4/24	
Faculty/Administrative/Service Department	Student Success, Chief Student Officer's Directorate		
Job Title	Student Enterprise Engagement Officer		
Job Family	Professional Services	Job Level	3
Responsible to	Student Employability and Enterprise Manager		
Responsible for (Staff)	n/a		
Job Purpose Statement			
The Student Enterprise Engagement Officer will deliver a range of initiatives that foster an enterprise and entrepreneurial culture across the University and enable students to develop these essential skills for the modern labour market, benefitting students pursuing self-employment, start-ups and portfolio careers as well as traditional graduate roles. The post holder will work closely with university and external colleagues to create a clear, structured programme of activity that progresses from foundational entrepreneurial skills for all students, through optional innovation activity and competitions, to targeted University Hatchery support for students with viable business ideas. The post holder will work closely with academic staff, students, and external partners to embed entrepreneurial skills into the curriculum and to develop, deliver and host extra-curricular activities that enable students to develop and practice entrepreneurial skills and network with other students, alumni and local businesses. The ultimate aim of the team is to ensure that every student, regardless of discipline, graduates with the fundamental skills, mindset and confidence to progress into highly skilled employment and thrive in their future ambitions.			

Key Responsibilities This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities

1. Organise, coordinate and deliver a range of enterprise workshops, masterclasses and training, including networking events, competitions, guest speaker sessions and live challenges to develop entrepreneurial and intrapreneurial skills, confidence and business awareness.
2. Monitor, evaluate, and report student participation, engagement and outcomes across enterprise initiatives. Contribute to the planning and continuous improvement of enterprise offerings, ensuring relevance and impact.
3. Build and maintain relationships with local businesses, entrepreneurs, incubators, and enterprise networks to enhance opportunities for students. Engage SMEs to offer mentorship, real-world challenge briefs, collaborative projects, placements, and sponsorship.
4. As part of the Student Employability and Enterprise team, work with academic colleagues to help embed enterprise and entrepreneurial skills, mindsets, and activities into the curriculum.
5. Ensure students, stakeholders and colleagues across the university are effectively informed of all the enterprise and employability events organised, through the development of necessary promotional materials, supporting marketing and updates on the websites content.
6. Contribute to the planning and delivery of university-wide careers fairs, enterprise fairs, and other relevant events. Support internal campaigns and promotional activities to raise student awareness of enterprise and employability services.
7. Maintain and enhance the reputation of the Student Employability and Enterprise Team, and the University through effective engagement with internal and external networks. Attend relevant meetings and build productive relationships with key stakeholders including university colleagues, Students' Union, Surrey Research Park and other partner organisations.

N.B. The above list is not exhaustive. The post holder will from time to time be required to undertake other duties of a similar nature as reasonably required by their line manager.

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 be responsible for delivering agreed objectives, whilst working within established processes and procedures. They will be required to work flexibly and rearrange work priorities as and when needed. Within these parameters the post holder will work with minimum day-to-day supervision and should apply judgement and initiative when managing their workload.

Working under the direction, support and guidance of the Student Employability and Enterprise Manager, the post holder will work with internal and external colleagues to support the organisation, delivery and evaluation of open and tailored enterprise activity and events.

Problem Solving and Decision Making

The post holder is expected to work proactively, utilising their professional expertise and lived experience to apply judgement and exercise an effective approach to achieving objectives.

The post holder is expected to provide advice and solutions to routine problems within their area of expertise. Resolution for these issues will usually be achieved through the post holder's previous experience of similar situations and through the application of University policies and procedures.

When dealing with more complex issues, the post holder is expected to use established processes and guidance to identify appropriate solutions. However, where issues can't be resolved through these routes or fall outside of scope, the post holder will seek guidance from their line manager and/or other senior staff, making recommendations where necessary.

Working in a small team the post holder will be involved in day-to-day queries and enquiries from relevant stakeholders, employers and organisations by email, phone and face-to-face, and advising and responding to them appropriately. It will also involve resolution of student queries in relation to employers/relevant organisations and events. It will be important to be adaptable in the way that they operate.

Continuous Improvement

The post holder will use institutional data, specialised knowledge and relevant experience to develop and enhance support activities, making recommendations for improvements where necessary. They will proactively seek and evaluate feedback from students, staff and external partners.

The Student Success Department is committed to creating an actively inclusive environment for our staff and students. The post holder will be required to undertake regular personal development to continuously improve and enhance their understanding of equality, diversity and inclusion (EDI), inequities in society and Higher Education and how to be an active bystander and ally.

Accountability

The post holder should understand the importance of external partnerships, collaboration and engagement to the success of the Student Employability and Enterprise service. Failure to successfully manage relationships with external partners could negatively impact student outcomes and the reputation of the University.

The post holder is required to have knowledge and experience of stakeholder relationship management, event planning and delivery and project management.

The post holder is accountable for maintaining the integrity of student and partner data held within departmental systems for administrative, monitoring and evaluation purposes

Dimensions of the role

The post holder does not have any budgetary or supervisory responsibility, although will be expected to coordinate student ambassadors during events in line with the University's policies and procedures.

The post holder will be expected to deliver events within an allocated budget and report on expenditure.

Supplementary Information

The post holder is required to support and contribute to University delivery such as Open Days, Welcome, Ceremonies and Corporate events. The post holder is required to show flexibility in working outside of core office hours on occasion.

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		Essential/ Desirable
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
Experience organising, delivering, or coordinating enterprise, innovation, employability, or skills-building activities	E	3
Excellent communication, facilitation and relationship-building skills	E	2
Strong organisational skills and creative problem-solving abilities.	E	2
Experience working with start-ups, SMEs, or entrepreneurial networks. or previous experience in accelerator or business development programmes	D	2
Knowledge of current enterprise trends, funding options, and support ecosystems.	D	2
Special Requirements:		Essential/ Desirable
Some weekend/evening work may be required as directed by your line manager		E
Annual leave may be restricted at key times during the year.		E
Core Competencies		Level 1-3
Communication		2
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

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.

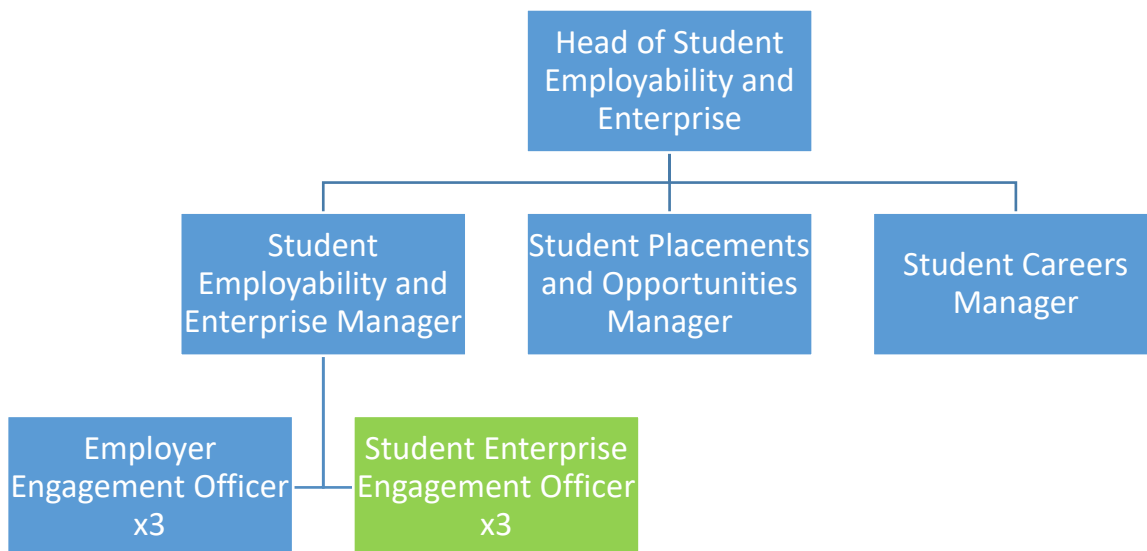
Organisational/Departmental Information

Background Information

The Student Success Department, is located in the Chief Student Officer's, Student Life Directorate. The Student Success Department includes approximately 40 members of staff across three teams; Student Employability and Enterprise, Student Outcomes and Transitions and the Widening Participation and Success Team.

The Chief Student Officer Directorate serves to provide a joined-up and effective service to students across their student journey at the University: from pre-enrolment to post-graduation. Supporting all student to thrive and succeed regardless of background or personal circumstance, ensuring equity of opportunity and experience across the student lifecycle, creating the condition to encourage a sense of belonging to the University of Surrey community.

Department Structure Chart



Relationships

Internal

The post holder will work closely with many of the staff across the Directorate to ensure this joined-up approach, as well as other internal stakeholders, most notably Faculties and Schools/Departments.

External

The post holder will work with their line manager to maintain relationships with a wide range of external stakeholders. The role will revolve around the maintenance of strong relationships with existing partners and building relationships with new contacts, responding to their demands in an appropriate manner.