

<b>Post Details</b>		<b>Last Updated:</b> 10/05/2019	
<b>Faculty/Administrative/Service Department</b>	Innovation Strategy		
<b>Job Title</b>	Student Enterprise Manager		
<b>Job Family</b>	Professional Services	<b>Job Level</b>	
<b>Responsible to</b>	Head of Incubation		
<b>Responsible for (Staff)</b>	Student Enterprise team members (1 direct report and use of shared services staff)		

**Job Purpose Statement**

The post holder will manage the work of the Student Enterprise team to promote, deliver and enhance student enterprise activity at the University of Surrey. They will work with their manager to develop the Student Enterprise programme designed to provide all students with the opportunity to develop the skills, capabilities, mind-sets and knowledge to become more entrepreneurial. The successful delivery of this programme will lead to greater opportunity for student generated business start-ups, improved employability for students and an enriched student experience.

They will work with the Head of Incubation and Enterprise to Scale the number of students engaged in entrepreneurial activities, particularly through enhancing linkages with faculties and the Doctoral College.

They will work with Advancement division to design philanthropic-/industry-sponsored campaigns/programmes to grow Student Enterprise activity and the equity free investments that can be made in the businesses.

They will nurture existing and build new partnerships with other HEI Student Enterprise activities and national programmes like Enactus, SETsquared and EEUK in order to build an enterprise culture that extends beyond the university.

**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. Plan and run the University of Surrey's Student Enterprise Programmes and physical spaces on campus, developing new opportunities to grow student enterprise culture and entrepreneurialism across the campus.
2. Manage the Student Enterprise team to ensure the programme is delivered successfully, optimising student engagement.
3. Manage the Student Enterprise budget, ensuring new funding opportunities are developed with the Head of SE as they arise from sources such as delivery partners and Alumni.
4. Ensure efficient and effective project management practices across the Student Enterprise team for the successful delivery of all the component parts of the Student Enterprise Programme including events, workshops, training programmes, Summer Schools and pitching competitions.
5. Maintain positive and proactive links with internal stakeholders like SETsquared and Surrey Business School and external organisations in the Student Innovation arena such as EEUK and HEEG to benchmark Surrey's programmes against peer organisations and ensure high standards and a competitive offering.
6. Manage high quality relationship management of senior level external business contributors such as mentors, contributors, EiRs, and third party providers representing the University and the Student Enterprise portfolio positively at all times. The relationship with Santander Universities is of particular importance.
7. Manage the collating and reporting of metrics that track the support offered to students and the progress of their enterprises.
8. Manage the entry process for Students into the SE programmes including advertising, selection, assessment and award processes and ensuring the student is effectively supported by the

business advisors and mentors.

**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**

- This role involves planning and organising a programme of events, workshops, challenges and support mechanisms to provide opportunities for students to develop business skills and employability skills outside of their degree courses. The events will be run with operational support
- Developing and implementing new aspects of the SE programme
- Collecting and interpreting feedback from stakeholders and students and implementing changes.
- Organising student engagement events and opportunities, providing an enterprise information service for students, signposting them to internal support and other internal departments where appropriate.
- Delivering against the agreed plan for the year by organising the team to hold 30 event/workshops and challenges per year including an Enterprise skills ladder series, funding competitions, business acceleration programmes, enterprise challenges and recruitment of students for SETSquared and Santander showcase events.

#### **Problem Solving and Decision Making**

- Making decisions on content of programmes, the budget and the resource use of the team.
- Making decisions on what to escalate to the Head of SE in the context of programme need and budgetary constraints, whilst endeavouring to maintain quality.
- Managing the student assessment process for the different competitions and programmes to ensure fair and effective support is provided and meeting the requirements of the funder. Meeting with students to assess their level of business competence and advise on the most appropriate support to engage with.
- Supporting students to solve problems they encounter whilst taking part in SE activities.

#### **Continuous Improvement**

- The post holder will be expected to use his/her experience and knowledge to develop the programme, benchmarking against peer organisations in the HE sector.
- The post holder will ensure Student engagement is continuously monitored and improvements agreed with manager in communications and marketing routes where appropriate.
- They will support a collaborative approach to student enterprise and developing initiatives that span across departmental and Faculty boundaries
- The post holder will provide advice and information to support team members with personal development and development of work areas and make recommendations to the Head of I&E where actions or changes are required.

#### **Accountability**

The post holder will be responsible for:

- Managing the Student Enterprise team and the programme delivery and being accountable for day to day performance responsibilities.
- Collecting and reporting metrics that demonstrate the impact of the SE activities and track the student enterprise development journey
- Managing the allocation of a yearly budget of c £85,000 including external contributor funding.
- Managing the Innovation Cube and Enterprise Cube to ensure it is fit for purpose and effectively utilised for Enterprise activities.
- Investigating new innovative ways to develop resources within a limited budget and with a small staff team
- Providing support to the Head of Incubation and Enterprise for the growth of the Student Enterprise agenda across the University and in collaboration with key partners such as the Surrey Business School and SETsquared.

### **Dimensions of the role**

The post holder will be expected to:

- Manage positive and productive engagement with c. 500 students per annum via the various Programme elements
- Maintain positive relationship management with an Enterprise Expert and around 30 mentors and senior external business contacts already known to the programme
- Manage Student Enterprise team members.
- Manage the Student Enterprise budget allocation from the Head of SE
- Continuously suggest ways to improve the Programme both from contact with students, mentors and business contacts, as well as through attendance at external conferences for Student Enterprise.
- **Lead contact for Enactus UK, SETsquared Student Enterprise working group, Santander Universities regional group, EEUK, and other relevant Student Enterprise stakeholders.**

### **Supplementary Information**

- The post holder will be required to communicate with people at all levels of seniority, both internal and external to the organisation.
- There is an element of coaching for students, signposting them to appropriate development opportunities and support and advising them on their business ideas.
- Liaising with mentor network to ensure they remain engaged and informed and meeting with prospective mentors as opportunities arise is a core part of the role.
- This post is the Surrey representative in the SETsquared Student Enterprise Group.

**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.

Experience of project management in an educational environment. Prince 2 or similar project management qualification.

**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**

A demonstrable understanding of, or experience of the Business Innovation landscape

E

3

Good IT skills, including use of MS Word, Excel, Outlook and Powerpoint

E

2

Experience of Customer/Client Service and Support	E	2
Knowledge of business processes	E	2
<b>Special Requirements:</b>		<b>Essential/ Desirable</b>
Flexibility is required in relation to working times, occasional evening and weekend working may be required	E	
<b>Core Competencies</b> 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.		<b>Level 1-3</b>
Communication		3
Adaptability / Flexibility		3
Customer/Client service and support		3
Planning and Organising		3
Continuous Improvement		2
Problem Solving and Decision Making Skills		2
Managing and Developing Performance		2
Creative and Analytical Thinking		2
Influencing, Persuasion and Negotiation Skills		2
Strategic Thinking & Leadership		2
<p>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.</p> <p>Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.</p>		

## Organisational/Departmental Information & Key Relationships

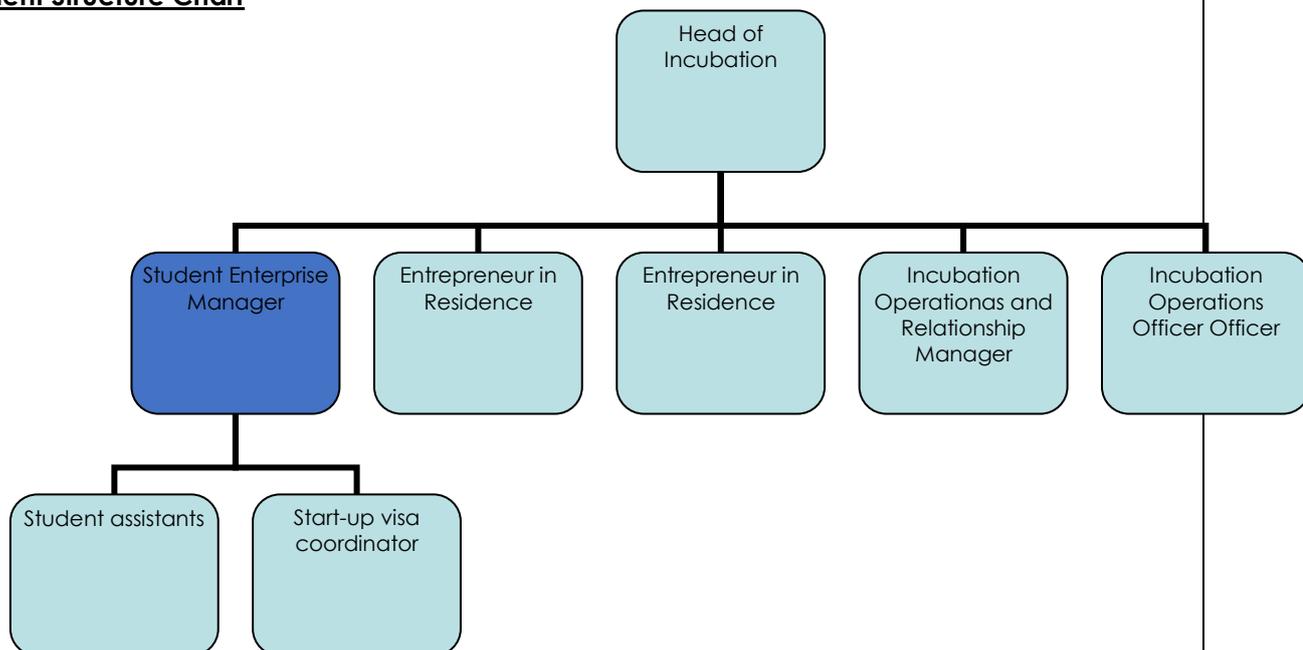
### Background Information

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.

Within Innovation Strategy, the Student Enterprise team aims to provide undergraduate and postgraduate students from all faculties with a range of opportunities to develop enterprise skills, knowledge and capabilities to enhance their student experience and develop their employment skills. We do this by providing a mix of experiential based learning opportunities together with support for students who want to start up a business.

Contacts include: Partnerships, Alumni, central services, faculty administration staff. Supplier organisations, speakers, venues and conference centres. External business contacts, mentors and organisations.

### Department Structure Chart



### Relationships

#### Internal

- Enterprise team – line management, supervision, information exchange
- Entrepreneur in Residence – information exchange
- Student coordinator and team assistants – supervision, informing and promoting opportunities and events
- Central administrative departments
- Faculty staff project support, informing and promoting opportunities and events

#### External

- Mentor network – networking and linking with students
- External student enterprise and business events – networking and information exchange
- Crowdfunding platform personnel