

Post Details	Last Updated: 05/11/2019		
Faculty/Administrative/Service Department	Faculty of Health & Medical Sciences (FHMS)		
Job Title	Impact and Knowledge Transfer Officer		
Job Family	Professional Services	Job Level	3
Responsible to	Executive Assistant (FHMS)		
Responsible for (Staff)	None		
<u>Job Purpose Statement</u>			
<p>To support the Faculty of Health and Medical Sciences (FHMS) in delivering strategic research activities. The role will have a particular focus on supporting impact activities and the preparation of impact case studies for REF. The post holder will provide high-skilled co-ordination and administration activities, with focus on the impact of Surrey's research. The post will support academics in identifying sources of evidence for impact and signposting academics to appropriate resources. The post holder will contribute to the impact support and provisions, through arranging external speakers, workshops, coaching sessions, and developing in-house toolkits and online materials.</p> <p>The portfolio of projects this post will support will be in response to the needs of the University or driven by external requirements, they may include ensuring compliance with funder requirements, and contributing to the next Research Excellence Framework (REF) submission.</p> <p>The post holder will support a full portfolio of activities around research impact for REF preparations and more broadly. They are responsible for working with academic colleagues to develop impact case study narratives and the collection of associated evidence. They take a lead role in programming internal and external engagement activities around research. There is a particular focus on embedding impact literacy within across the Faculty for Research and Knowledge Exchange and providing support to academic colleagues and research leaders to enhance research culture and impact.</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. Represent senior Faculty staff, in particular the Associate Dean for Research and Innovation, the Heads of Schools, and the School Research Directors in a professional manner, dealing with enquiries, liaising with internal and external stakeholders, and supporting guests and visitors as and when required. 2. To investigate potential impact case studies ready for REF and future REF submissions, supporting academics, including the School Impact Champions with evidence identification and collection. This may include providing project support and administration for the development of the impact submission to meet REF criteria. 3. Collaborate with the Faculty Impact Champions and other identified academic staff members in order to identify qualitative (e.g. testimonials) and quantitative evidence of the impact generated from FHMS research conducted at the University of Surrey. 4. Manage the development and distribution of internal impact resources for the academic community, encouraging and supporting the engagement with key stakeholders and research users, as well as supporting 			

research communication through all channels of the media, including use of research-related social media accounts and promoting research impact on internal and external webpages.

5. Develop and maintain an electronic repository of the impact evidence identified through the search process. Liaising with the library, Research Support Services and others to ensure that collected evidence (e.g. web links) is future-proofed.
6. Provide impact advice and guidance, particularly in terms of appropriate REF eligibility criteria to academic staff.
7. Work with the Associate Deans for Research and Innovation, Doctoral College and International, School Research Directors and School Impact Champions to plan and deliver research impact and knowledge exchange events, such as workshops and training for the academic community. This is inclusive of overseeing the organisation of events, with tasks such as advertising, delegate bookings, delegate packs, arranging dates, booking venues, catering, travel, etc.
8. Manage the gathering and analysis of evidence from project outcomes and contribute to the creation of management reporting.
9. Learn, develop and maintain a good knowledge of all University policies and procedures as well as organisational and key committee structures within the School and across the Faculty.

Note: This role responds to the needs of the Faculty of Health and Medical Sciences, its Research and Innovation Strategy and the external research environment; therefore, the projects that the post holder will support may vary over time.

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 is expected to manage their day to day workload with relative autonomy.
- The post holder will deal with planned and unplanned tasks on a daily basis and be expected to prioritise tasks and the varying elements of the role with minimal referral to their line manager.
- Strong organisational skills are needed to assist the Faculty to deliver on a number of key research strategy projects.
- There is scope for the post holder to apply judgement and initiative when managing their workload, including determining short-term priorities and responding to overall requirements, in addition to managing their own responsibilities where necessary.

Problem Solving and Decision Making

- The post holder is expected to work in a pro-active manner and to decide how to achieve the desired results, generally basing decisions on their work objectives, priorities and their professional experience.
- The post holder will have the ability to research, analyse data, policies and suggest how best to distil and communicate this with support from their colleagues within the University.
- The post holder is expected to refer complex problems and issues which fall outside the remit of their role, to their line manager for guidance, putting forward recommendations where necessary.
- The post holder will research, collate, organise and edit material for inclusion in reports and/or documents.
- The post holder will create relevant databases and filing systems to ensure accurate, up to date information is available.
- The post holder will identify gaps or shortfalls in information and search for sources of information to fill these.
- The post holder will analyse data/statistics, interpreting and reporting patterns and trends highlighting and prioritising any issues for further investigation and referring upward more complex issues.

Continuous Improvement

- The post holder is expected to exercise sound judgement, demonstrate initiative and identify and make recommendations for improvements, in consultation with their line manager.
- The post holder will show initiative and resourcefulness in recommending improvements in processes, and discuss these with their colleagues directly with their line manager.

Accountability

- Under the guidance of the Executive Assistant, the post holder is required to work proactively and with minimal supervision.
- At times the post holder may be the point of contact for specific projects or sub-projects, the post holder will be expected to give professional and accurate information to colleagues from professional services and academic departments.
- Failure to escalate concerns or difficulties in project delivery will affect the quality of the research environment and potentially the preparation for submission to the next Research Excellence Framework (REF) and effectiveness of the Research Strategy. Failure to deliver projects could detrimentally affect our ability to comply with funder requirements or submit a strong return to the next REF leading to increased financial and reputational risk to the University.

Dimensions of the role

- The post holder will work closely with the Associate Dean Research and Innovation, the Heads of Schools, Impact Champions, Directors of Research together with members of the research support team and the professional services and faculty staff more widely.
While the post holder is likely to have direct contact with specific academic staff during any given period through specific projects, they will maintain working relationships with all academic colleagues within the schools across the Faculty, and other members of the University with research support and/or impact-relevant roles.
- No staff report to the role, and there is no budgetary responsibility.
- The post holder will develop a very diverse network of contacts that will include academic and professional services staff within the organisation. In particular, the post will work closely with Faculty administrative staff, Academic staff and the University's Research & Innovation portfolio: Research and Innovation Directorate teams (Research and Innovation Services (RIS), Research Strategy Directorate and the Innovation Strategy Directorate, Doctoral College Surrey Research Park.

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, NVQ3, HND level or equivalent with considerable experience in a relevant or related role.
Or:

E

Broad and substantial 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.		
Degree or higher degree in a related discipline		D
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
Experience of planning and progressing activities, projects within general guidelines, using initiative and judgement without reference to others	E	3
Excellent data management skills with proficiency in IT systems, including Microsoft Office, and excel in particular	E	3
Ability to research, interpret and present information within a specific brief	E	2
Practical and relevant project support/administration experience	E	1
Experience or engagement with the Higher Education research environment	E	1
Ability to handle sensitive information in a confidential manner	E	2
Experience of managing/supporting projects with knowledge of project management methodologies	E	1
Experience or engagement in knowledge exchange, impact assessment in the third sector, or public engagement in research	D	n/a
Special Requirements:		Essential/ Desirable
Willingness to travel on an occasional basis with reasonable notice in order to gather evidence of impact as required		E
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		3
Adaptability / Flexibility		2
Customer/Client service and support		2
Planning and Organising		3
Continuous Improvement		2
Problem Solving and Decision Making Skills		2
Managing and Developing Performance		n/a
Creative and Analytical Thinking		2
Influencing, Persuasion and Negotiation Skills		1
Strategic Thinking & Leadership		n/a
<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

The Faculty of Health and Medical Sciences provides interdisciplinary research and teaching through four schools, School of Biosciences & Medicine, School of Health Sciences, School of Psychology and School of Veterinary Medicine, all working together as part of a 'One Health' vision, to provide interdisciplinary research, innovation and teaching in human and animal health. The Faculty is the second largest in the University, with 2000 full-time and nearly 2000 part-time students. Our areas of expertise include Chronobiology and Sleep, Infection and Immunity, Healthy Ageing and Supporting Long-term Conditions, Nutrition and Food Security, Understanding Relationships with the Social and Physical Environment, and Digital Health and Data Science.

Our Research and Innovation Strategy is underpinned by an understanding of the importance of collaboration and co-creation — with colleagues and with those individuals, groups and organisations beyond our Faculty and University who have an interest in our work, and with those who have an interest in their work. We will use these interactions to shape what research we do, as well as how it is conducted, disseminated and used; through such knowledge exchange and stakeholder involvement we will foster innovation for the widest possible benefit. Indeed, it is the varied disciplinary knowledge, personal and professional networks, and life experiences and skills of our research and innovation community that will enable us to achieve our Mission (To sustainably improve the health and wellbeing of humans and animals and their environments through new knowledge and its application to the design, development and delivery of responsible innovation and impact).

The wider engagement with society of universities and their research through Knowledge Exchange (KE) and Impact activities (i.e. the demonstrable contribution that excellent research makes to society and the economy) are also at the forefront of the Government agenda on higher education (including through the UKRI and Innovate UK, the Research Excellence Framework (REF) and the Higher Education Innovation Fund (HEIF),) and are of keen interest to many other research funders, industry and other groups. Knowledge exchange covers any and all activities engaging non-academic audiences in or with our research, for example as partners, participants, collaborators and co-producers, or as audiences and users.

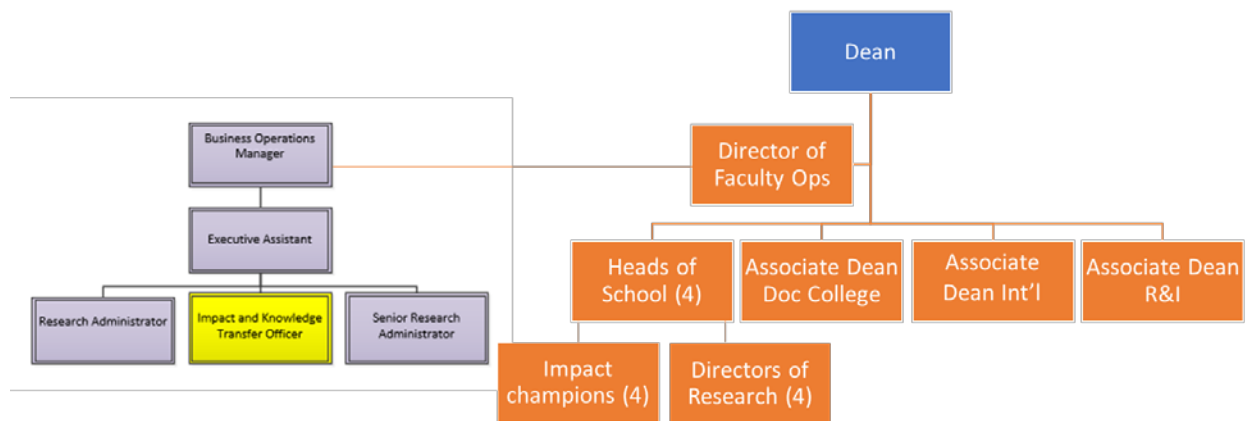
In 2021 the Faculty of Health and Medical Sciences will join the University of Surrey in a national review of academic research-excellence (i.e. REF). This will require identification and submission of outputs (papers) of the highest quality and production of “case-studies” (i.e. in-depth narratives) that showcase how the research being conducted within the schools are benefitting or ‘impacting’ wider society.

High quality output and wide-reaching impact typically follow from conduct of high quality research. The schools within the Faculty of Health and Medical Sciences have effective systems in place for developing excellent grant applications and delivering high quality research. The schools need help in maintaining and improving these systems to ensure that grants submitted are of the highest possible quality and delivered to an excellent standard.

Development of strong and successful impact case studies for REF (and later research-excellence exercises) will hinge upon the Schools’ ability to provide firm evidence for the reach and significance of the benefits that our research is having on society, within the UK and internationally. This evidence can take many forms, including changes to government policies, advancements in the treatment and wellbeing of patient groups, increased income for businesses, changes to education curricula and practice, etc.

The Faculty is advanced in preparing the case studies that will be submitted as part of the REF exercise. The Schools now require support with the finalisation of these, and particularly with the evidence of the economic, health, cultural and societal impact that our research has achieved.

Department Research Structure Chart



Relationships

Internal

- Executive Assistant
- Business Operations Manager
- Associate Dean for Research and Innovation
- Associate Dean Doctoral College
- Associate Dean International
- FHMS School Research Directors
- FHMS School Impact Champions
- Staff in the University's Research & Innovation portfolio: Research and Innovation Services (RIS), Research Strategy Directorate and the Innovation Strategy Directorate, Doctoral College Surrey Research Park Staff in the University's Advancement portfolio Research Finance, Open Research and Strategic Planning Departments
- Students, post-graduate researchers and staff (including research-only, professional services and technical staff) involved in research and innovation.

External

- Project Officers (or equivalent post) at other universities to share best practice, building a network of contacts and engage in sector wide discussion.
- Stakeholders who will facilitate impact of research.
- Stakeholders who can assist in identifying impact of research.