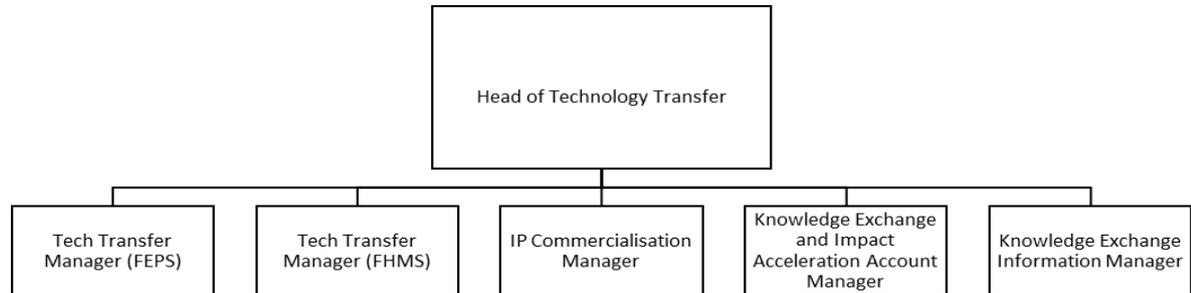


3Post Details		Last Updated: 08/02/2021	
Faculty/Administrative/Service Department	Technology Transfer, Innovation Strategy		
Job Title	Knowledge Exchange Information Manager		
Job Family	Professional Services	Job Level	4
Responsible to	Head of Technology Transfer		
Responsible for (Staff)	n/a		
<u>Job Purpose Statement</u>			
<p>Knowledge Exchange is an area of growing importance to the University of Surrey. Access to high quality accurate information is essential to university senior leadership in order for them to understand trends, gain insights, efficiently report to internal and external stakeholders and implement strategy based on data-based evidence.</p> <p>This role brings together Knowledge Exchange and Information Management into an important influential post based within Innovation Strategy.</p> <p>The post holder will curate, collect and combine “knowledge exchange data” (KED) from multiple sources (both internal and external to the University) (i) to ensure that Innovation Strategy decision making is efficient and effective, (ii) to ensure that Innovation Strategy reporting (both internal and externally) is carried out in a timely and accurate manner and (iii) to disseminate information arising from the data back to the Faculties and Departments to help them with their knowledge exchange related decision making and reporting requirements.</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. To act as a subject matter expert in analysing and mapping existing Knowledge Exchange data (KED) and data collection processes and stakeholders against internal and external reporting requirements. 2. Ensure that Knowledge Exchange data (KED) is maintained within all University databases and is of sufficient quality to enable effective analysis and decision making by all stakeholders. 3. Identify gaps in Knowledge Exchange data (KED) collection and develop processes and systems to backfill and ensure Knowledge Exchange data (KED) is captured appropriately throughout the University. 4. Identify or implement a database and data feeds from internal and external sources to bring Knowledge Exchange data (KED) data into a single database within Innovation Strategy and working with with internal stakeholders and suppliers if and when required being the ‘operational owner’ of that database. 5. Support, design, and implement dashboards and reports on Knowledge Exchange data (KED) which are accessible to all Knowledge Exchange data (KED) stakeholders throughout the University. 6. Maintain a calendar of internal and external reporting events and provide support to ensure KE workers can meet those timelines. E.g. REF, Knowledge Exchange Framework (KEF), HEIF, URIC, Annual income/commercialisation report, Welcome Trust, HEBCIS, Biggar 7. Provide ongoing support, training, and events to raise awareness of KE & Knowledge Exchange Framework (KEF), KEF data requirements across the university 8. Support and lead other members of Innovation Strategy at key times with “hands-on” data gathering to meet internal and external reporting requirements. 			
N.B. The above list is not exhaustive.			
All staff are expected to:			
<ul style="list-style-type: none"> • 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:			
<ul style="list-style-type: none"> • 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. 			
<u>Elements of the Role</u>			
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.			

<p><u>Planning and Organising</u></p> <ul style="list-style-type: none"> • The post holder will have excellent communication skills when dealing with different levels of staff. • The post holder is expected to organise and prioritise a diverse workload with minimum day-to-day supervision. • The role requires the post holder to operate flexibly and react positively to changing circumstances and requirements. • The post holder will be required to demonstrate a flexible and willing approach to work in a team environment. • The post holder is expected to monitor important reporting deadlines within the Innovation Strategy Directorate. • The post holder will have excellent accuracy and attention to detail. 		
<p><u>Problem Solving and Decision Making</u></p> <ul style="list-style-type: none"> • The post holder is expected to provide advice and solutions to Knowledge Exchange data (KED) related issues/problems, referring to appropriate policies and procedures for guidance and using their knowledge of Knowledge Exchange data (KED). • The post holder will be frequently required to apply their knowledge of Knowledge Exchange Framework (KEF) in order to manage the process of curating Knowledge Exchange data (KED) and the subsequent use of Knowledge Exchange data (KED) to enable data driven strategic decision making by the Directors of Innovation Strategy. 		
<p><u>Continuous Improvement</u></p> <ul style="list-style-type: none"> • The post holder will develop a logical, process-based approach. • The post holder is expected to regularly review the KED processes, including process for interaction with other departments, and offer suggestions for improvement when necessary • 		
<p><u>Accountability</u></p> <ul style="list-style-type: none"> • The post holder has the freedom to take a pro-active approach to achieve the desired results, provided actions are consistent with the strategy for Knowledge Exchange and any guidance provided by the Head of Technology Transfer or Directors of Innovation Strategy. • The post holder will develop strong relationships with Faculty's, Strategic Planning, Administrators, Research and Innovation directive, Advancement. • The post holder will be privy to sensitive and confidential information and as such is expected to maintain high levels of confidentiality. 		
<p><u>Dimensions of the role</u></p> <p>The post holder will be expected to contribute to enable strategic decision making by extracting the relevant data from the KED database (or enabling that data to be displayed on appropriate dashboards).</p> <ul style="list-style-type: none"> • The post holder will be expected to proactively build professional relationships with other Professional Services teams such as IT, Marketing and RIS and act as the link between teams • The post holder will be expected to proactively build professional relationships with key persons with the Faculties and support communication between Innovation Strategy and the Faculties on knowledge exchange matters. 		
<p><u>Supplementary Information</u> n/a</p>		
<p>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.</p>		
<p>Qualifications and Professional Memberships</p>		
<p>Degree, HND, NVQ 4 qualified or equivalent in relevant subject/relevant formal training, plus a number of years' experience in similar or related roles.</p>		E
<p>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).</p>	<p>Essential/ Desirable</p>	<p>Level 1-3</p>

Experience in reporting data quality analysis and solutions	E	3
Experience of managing information and analysing information to extract insight and creation of charts and understanding information.	E	3
Experience of facilitating or delivering presentations	E	3
Understanding of KEF and the knowledge exchange process	E	2
Good IT skills, including Microsoft Office, including experience of using MS Word, MS Excel, Email and Microsoft Business Intelligence	D	n/a
Experience with requirements gathering and analysis	D	n/a
Experience with improving data quality	D	n/a
Experience of searching and interpretation of scientific information	D	n/a
Experience in drafting reports for senior stakeholders	D	n/a
Special Requirements:		
N/A		
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		3
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		
<p>Technology Transfer comprises 4 individuals that provide specialist support to protect and commercialise the University's Intellectual Property (IP) and deliver the Impact Acceleration Account (IAA)</p> <p>The University of Surrey has a strong history of successful research in Science and Technology and has the benefit of running a major Research Park located adjacent to the main University campus. It is also an active participant in the major SETsquared collaboration between Surrey, Southampton, Bristol, Bath and Exeter universities and has strong sources of venture funds.</p>		

Department Structure Chart



Relationships *This is not an exhaustive list*

Internal

- Academics, researchers, students and other staff from university faculties and departments
- Staff from other Professional Service departments such as Legal and Secretariat, Finance, IT and Marketing
- All sections of Research and Innovation Services, incubation Enterprise and Partnerships

External

- Software providers (such as Beauhurst and Inteum)
- Other Universities, Institutions, and Members of the SETsquared partnership institutions e.g. NPL
- Other sources of KED, such as HESA.