Student Enterprise Officer, Managerial, Specialist and Administrative Support

Department: Careers and Placements

Hours of work: Full time, 37 per week

Contract type: Open

Salary: Grade 5, £26,341 - 32,344 per year
Main purpose of the role

The purpose of this role is to raise awareness of, develop, deliver and facilitate access to the student enterprise programme of activities within Careers and Placements and more broadly through initiatives such as the University’s Enterprise Works. You will design and deliver a range of enterprise activities and involve academic colleagues, external partners and alumni. You will meet prospective entrepreneurs and guide them in their early journey through start up. You will support those with business plans to access funding, advice, coaching and business space.

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

1. Role Specific Responsibilities
   
   With the direction of the Head of Student Opportunities, deliver a programme of Enterprise events and activities, to support students at differing stages of confidence in Enterprise, from idea generation through to launching and scaling their start up.
   
   Conduct and facilitate Enterprise appointments to help potential student entrepreneurs to review and develop their ideas and direct to sources of support based on a thorough understanding of the concepts and practice of business start up
   
   Coordinating and monitoring the impact of funding provided to student entrepreneurs, via tools such as our Proof of Concept fund and the Summer Accelerator programme.
   
   Administration of the academically accredited Year in Enterprise module, involving supervision of student participants and the allocation of supporting resources.
   
   Administer and coordinate the systems around York Venture One, the University’s presubscription fund, reporting to the Operations Group and also the External Board
   
   Work collaboratively with other stakeholders within the University, notably Enterprise Works, Phase One, Alumni Office and the student enterprise societies to develop the profile and breadth of student enterprise at York.
   
   Coordinate and develop relationships with external contacts and stakeholders
   
   Oversight of contracted support for Student Enterprise, monitoring, value for money and impact
   
   Implementing marketing activities to engage student audiences with enterprise activities, to include social media and web page management.
   
   Monitor and report on activities, to meet funding requirements and to inform the continuous improvement of our offer.

2. University of York Responsibilities for Grade 5
Service and Operational Delivery

- Undertake day to day decision making for operational aspects of service or delivery, within a designated area of responsibility.
- Deliver services to standards set by others, using initiative and independent action to meet service needs.
- Manage the resolution of escalated issues or queries where the answer requires consideration and application of judgement.
- Where appropriate, solicit customer views on the nature and quality of the service provided.
- Make effective use of digital solutions to carry out operational activity and implement efficiency improvements.
- Act as a supportive and encouraging member of a team. For roles at this level with supervisory responsibilities, demonstrate compassion and give advice on commonly occurring wellbeing issues.

Continuous Improvement

- Monitor and review service or operational delivery in conjunction with line manager, recommending / implementing improvements to process, service or governance.
- Contribute to and/or initiate the development and improvement of methods of service delivery.
- Research, analyse and interpret data/findings, using standard methodologies to identify opportunities for improvement. Where appropriate, independently identify and source additional information for consideration.
- Proactively identify opportunities for building new personal knowledge and skills for self and others.

Specialist Contribution

- Provide detailed advice to internal and external stakeholders on service-specific policies, procedures and regulations.
- Carry out investigations, searches and research information and data to identify trends and patterns.
- Analyse data and statistics and provide reports for higher level decision makers.
- Provide expertise to support compliance with legislation and statutory duties.

Collaboration and Communication

- Establish, maintain and develop productive and ongoing relationships with colleagues across the University, to support service delivery and issue resolution.
- Contribute to business meetings, working groups and committees to enable efficient service delivery and manage stakeholder expectations.
- Engage with external peers and specialists to exchange knowledge and information.
- Use a range of digital media and tools to communicate with a diverse range of key stakeholders.
- Collaborate with team members to identify and implement service improvements or alterations.

Governance and Oversight

- Implement and monitor recognised procedures to ensure compliance.
- Provide training to team members on procedure e.g. data handling and recording.
- Ensure accuracy by implementing recognised and routine checks, assessment criteria and techniques.

Planning and Organisation
• Plan and organise your own workload (and, where applicable, the workload of team members) to manage short term fluctuations and changing priorities.
• Contribute to longer term plans/programmes of work.
• Plan and organise small scale projects.
## Person specification

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<th>Essential / Desirable</th>
<th>Role Specific</th>
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<td></td>
<td>An understanding of the concepts and practice of business start up</td>
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<td>The ability to enthuse students about enterprise and support them in bringing their ideas to life</td>
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<td>Confident to plan and deliver workshops and events</td>
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<td>An enthusiasm for Enterprise and its benefits to students, the University and wider economy.</td>
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**University of York Person Specification for Grade 5**

**Qualifications:**

Level 3 qualification. *(Qualifications at this level include A levels. Please [view the full list](#). We also welcome applicants with equivalent non-uk qualifications or equivalent professional experience.)*

**Skills - demonstrates the ability to:**

- Manage small-scale projects
- Gather, analyse, interpret and report data/information
- Use digital technologies including Google applications and/or Microsoft Office
- Communicate effectively in verbal and written formats, including the use of a variety of digital tools

**Behaviours:**

- Works collaboratively with others
- Delivers a quality service
- Develops self and others
- Actively champions respect, inclusivity, equality and diversity
- Identifies and implements continuous improvement