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| Last updated: | 22/05/2020 |

**JOB DESCRIPTION**

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| Post title: | **Student Enterprise Coordinator** | | |
| School/Department: | Careers Employability and Student Enterprise | | |
| Faculty: | n/a | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 3 |
| Posts responsible to: | Head of Student Enterprise | | |
| Posts responsible for: | n/a | | |
| Post base: | Office based | | |

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| Job purpose |
| Supporting the Student Enterprise Team to deliver specialist activities and initiatives (both curricular and extra-curricular) providing advice, guidance, and support to clients (including undergraduates, postgraduates, and recent graduates) enabling them to either set up their own business, lead a social enterprise, become freelance/self-employed, launch a scalable startup or assist in the growth and development of enterprise skills and knowledge. |

| Key accountabilities/primary responsibilities | | % Time |
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|  | |  | | --- | | Provide comprehensive, effective, efficient coordination and administrative support to the Student Enterprise Team and key internal and external stakeholders where appropriate. Including for example the organisation of clients and key stakeholders for competition, funding, and support programme panels for the purposes of judging and selection  Being a point of contact for clients (including undergraduates, postgraduates, and recent graduates), and internal and external stakeholders, providing advice, guidance (including initial 1:1 appointments where appropriate) signposting to relevant support and opportunities both in Student Enterprise, across the enterprise eco-system and wider University, whilst maintaining the highest standards of customer service  To regularly engage and liaise with clients and internal and external stakeholders to help support the creation, organisation, and coordination of a variety of Student Enterprise activities and initiatives (e.g., presentations, funding opportunities, skills development workshops and challenging competitions), ensuring all activities run efficiently by coordinating the elements required for delivery and supplying relevant information to all stakeholders  Conducting informative presentations and facilitating drop-in sessions to tell clients about the purpose and offerings of the Student Enterprise team. | | 45% |
|  | To support the Student Enterprise Team in designing and delivering engaging Student Enterprise events (e.g., the Student Founder Showcase) and producing promotional content for the website, newsletters, and social media as well as writing and sending event communications to clients and key stakeholders, aiding in the successful marketing of events to engage targeted audiences  Work with the Student Enterprise Specialist Practitioners to develop and implement ways to re-engage and stay connected with our alumni founder community to support the development of our current students. For example, working with The Office of Development and Alumni Relations (ODAR) to send targeted email campaigns  Supporting Student Enterprise interns with a variety of projects, for example, the collection and analysis of new student businesses in line with the requirements of The Higher Education Business and Community Interaction Survey (HEBCIS)  Help the Student Enterprise Team in evaluating the success of activities and initiatives, from the perspective of both clients and key stakeholders | 25 % |
|  | To undertake a range of administrative activities for the Student Enterprise Team, as required. Including for example the organisation of clients and key stakeholders for competition, funding, and support programme panels for the purposes of judging and selection  To review procedures and processes, ensuring they are fit for purpose and maximise efficiency, where opportunities are identified make recommendations for improvements and help implement agreed changes  To undertake Agresso financial administration processes and provide support to the Student Enterprise Team with budget monitoring processes, raising requisitions, liaising with approved suppliers, and managing payments to students  Work within the bounds of the University confidentiality policy | 15 % |
|  | To undertake research and perform detailed analysis, manipulation, and interpretation of specialised data to create reports and highlight and prioritise issues. For example, supporting our data collection, display and review through the Microsoft Power BI platform | 10 % |
|  | Any other duties as allocated by the line manager following consultation with the post holder | 5 % |

| Internal and external relationships |
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| Internal  • Student Body  • All Student Services  • All Professional Services  • All Faculties  • Future Worlds  • Social Impact Lab  • Office of the Vice Chancellor  External  • Students’ Union around engaging student societies in enterprise  • HE Institutions such as SETsquared partner universities  • National Governing or Professional Bodies such as Enterprise Educators UK  • Schools and Colleges in terms of preparing students for enterprise opportunities at University  • Suppliers and Contractors, as appropriate  • Companies that want to support students in their enterprise development  • Members of the Public/Community Groups and organisations such as the Local Enterprise Partnership |

| Special Requirements |
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| * The post holder will be required to work from a variety of campus locations or visit clients, stakeholders, or organisations external to the University and therefore must be willing to travel. * A regular presence at Sir James Matthews building in Southampton and the Highfield campus will be required. * The post holder is expected to work flexibly to provide services to a range of clients and stakeholders. Occasional evening and weekend work may be required to support events and wider university commitments such as open days. * The ability to maintain a responsible and confidential approach to sensitive information. |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | A levels/HNC/or skill level equivalent with proven work experience, including English  Experience of working with customers/clients in a similar or related role  Depth of knowledge/proven work experience in marketing and communications, customer relationship management, project management, research and analysis | Experience of managing customer queries and concerns  Experience of design and delivery of marketing and communications  Financial administration/budget monitoring experience. | Application / Interview  Application / Interview  Application / Interview  Application |
| Planning and organising | Able to plan and prioritise a range of one’s own standard and non-standard work activities, working efficiently and effectively, including working to deadlines under pressure.  Able to successfully plan and deliver administrative projects over a period of several months.(e.g. to co-ordinate an event)  Ability to maintain clear and accurate records |  | Interview  Application  Application |
| Problem solving and initiative | Ability to identify and solve problems by applying initiative to tackle situations in new ways and by developing improved work methods  Ability to use own initiative but recognise when to refer to a colleague or manager |  | Application / Interview  Interview |
| Management and teamwork | Ability to work as part of a team whilst also being able to prioritise and manage own workload    Able to positively influence teamwork  Adaptability to changing work priorities |  | Application / Interview  Interview  Interview |
| Communicating and influencing | Ability to manage and coordinate effective social media communications and website development, and the ability to design and implement student and graduate engagement plans  Ability to elicit information to identify specific customer/client needs and to offer related proactive advice and guidance  Evidence of good networking skills including maintaining good partnership working with a range of colleagues  Ability to prepare and present written and/or verbal information clearly and concisely to students and staff including the delivery of group presentations  Able to deal with sensitive information in a confidential manner.  Experience of organising events | Able to apply a comprehensive understanding of relevant University systems and procedures and an awareness of activities in the broader work area  Ability to develop on-line resources    Experience of data analysis and manipulation  Able to understand cultural diversity | Application / Interview  Application / Interview  Application / Interview  Application / Interview  Application / Interview  Application  Application / Interview  Application / Interview  Interview |
| Other skills and behaviours |  |  |  |
| Special requirements |  |  |  |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| Yes | If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| No | If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below.  Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

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| **ENVIRONMENTAL EXPOSURES** | **Occasionally**  (<30% of time) | **Frequently**  (30-60% of time) | **Constantly**  (> 60% of time) |
| Outside work |  |  |  |
| Extremes of temperature (eg: fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: |  |  |  |
| Frequent hand washing |  |  |  |
| Ionising radiation |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling |  |  |  |
| ## Driving university vehicles(eg: car/van/LGV/PCV) |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (eg: strimmers, hammer drill, lawnmowers) |  |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling |  |  |  |
| Repetitive crouching/kneeling/stooping |  |  |  |
| Repetitive pulling/pushing |  |  |  |
| Repetitive lifting |  |  |  |
| Standing for prolonged periods |  |  |  |
| Repetitive climbing (ie: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (eg: pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height |  |  |  |
| Repetitive reaching at shoulder height |  |  |  |
| Repetitive reaching above shoulder height |  |  |  |
| **PSYCHOSOCIAL ISSUES** | | | |
| Face to face contact with public |  |  |  |
| Lone working |  |  |  |
| ## Shift work/night work/on call duties |  |  |  |