JOB DESCRIPTION
Enterprise Programme Officer (U Start), Research and Enterprise Services
Vacancy Ref: N1901

<table>
<thead>
<tr>
<th>Job Title: Enterprise Programme Officer (U Start)</th>
<th>Present Grade: Grade 6</th>
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<tbody>
<tr>
<td>Department/College: Research and Enterprise Services</td>
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<td>Directly responsible to: Enterprise Programme Manager</td>
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<td>Supervisory responsibility for: Temporary staff as appropriate</td>
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Other contacts

Internal: Enterprise team staff (Enterprise Education Development Managers & Design Facilitator, Programme Manager & Marketing Co-ordinator, Project Manager & Administrator), Work in Progress service users, RES Quality Team, Enterprise Analyst and other divisional peers, Registry, Finance, HR, Facilities.

External: Funders, suppliers and delivery partners.

Role Overview:

To add value to the work of the Enterprise Team at Lancaster University by providing day-to-day maintenance and improvement of the operational systems and processes required for effective service and project delivery, including team finances, HR and recruitment, CRM systems and quality processes, Start-up Visa scheme and office systems.

Major Duties:

QUALITY, COMPLIANCE & SYSTEMS MANAGEMENT

- Establishing and maintaining effective digital and physical filing and record keeping systems, including the Customer Relationship Management system (CRM – see below), to ensure project compliance.
- Producing flowcharts and guidance notes for all aspects of the service model, ensuring effective integration with U Start project management systems.
- Monitoring team activities and records systems for GDPR compliance.
- Producing and managing office and service standards, systems and rotas where required, e.g. hotdesking, customer drop-ins, resetting the delivery space, etc.
- Managing internal and external supplier services contracts e.g. cleaners, maintenance and building contractors, etc, via PlanOn and other appropriate systems.
- Ensuring all team members compliant and adhering to all of the above, and supporting transition and adoption via 1-2-1 training where required.

FINANCIAL SYSTEMS MANAGEMENT

- Supporting financial planning and budgeting activities with the U Start Project Manager and Enterprise Programme Manager, to ensure project compliance.
- Monitoring expenditure against allocations on all non-project budget codes, extracting reports and transactions from the Agresso financial management system updating the team’s financial monitoring and reporting spreadsheets, to ensure project compliance.
• Responding promptly to financial queries and processing approvals, journals, payments, purchase orders, invoices, credit card payments, supplier approvals, etc.
• Ensuring individual team member travel and expenses claims are made promptly to ensure accurate project claims to be submitted.

HR MANAGEMENT

• Managing recruitment administration and associated processes, e.g. producing and adding vacancy information onto the internal HR systems, processing applications, organising interview panels and applicant logistics.
• Co-ordinating panels and candidates logistics on interview days.
• Leading on contracting and co-ordination of temporary staff.
• Producing and maintaining new starter induction materials overseeing induction processes to ensure compliance with data security and other institutional requirements.
• Liaising with other guests, visitors and VIPs on behalf of the Enterprise Team.
• Monitoring the team PDR activity to ensure all completed and processed in line with the annual PDR cycle.
• Maintaining and processing sickness logs.

CRM SYSTEMS & REPORTING

• Maintaining and developing the customer database and associated workflow systems to ensure ease of use and accuracy for all team users, including the ability to see key information via user dashboards and to generate regular management information reports to inform marketing and programming decision-making processes, e.g. engagement sources, customer demographics, attendance levels, alumni destinations, etc.
• Recording and analysing qualitative data, e.g. post-event feedback, reflective interviews, blogs, etc. to ensure qualitative information requests and marketing messages reflect the full value added by the team’s activities.
• Assisting team members with generating bespoke and specialist reports, e.g. to meet ad hoc information requests, to assist in targeting individuals for specific communications and interventions, to support the completion of the Destinations of Leavers of Higher Education survey, etc.
• Maintaining and extracting the information necessary to ensure the Enterprise Team makes meaningful and timely contributions to the strategic information returns, e.g. Research Excellence Framework, Teaching Excellence Framework, Knowledge Exchange Framework, Higher Education Business & Community Interaction survey, Small Business Charter, etc.

START-UP VISA SCHEME (TIER 1) ADMINISTRATION

• Liaising with counterpart in the University Registry to ensure the systems, processes and records are maintained in compliance with the University’s Start-up Visa Policy in case of UKVI audit.
• Co-ordinating the schedules and attendance of mandatory Quarterly Review appointments for visa awardees.
• Providing administrative support to the other team members activities in support of the scheme, including scheduling and communicating Information sessions, processing applications, liaising with business planning mentors and assessors, etc, to ensure project compliance.

OTHER

• Developing and maintaining systems and processes associated with the new Ad hoc Project Teams initiative in partnership with the Students Union.
• Continually seeking to improve the quality, efficiency and effectiveness of the Enterprise Team’s activities.
• To support the Enterprise Programme Manager and senior staff Research & Enterprise Services with other duties as deemed appropriate.

The U Start project is part funded by the European Regional Development Fund.