

Arise Innovation Hubs: Events and Operations Coordinator

Job Category: Professional Services

Vacancy Type: Permanent

Employment Type: Full time

Salary To: **level 4 (£27,292 – 33,314)**

Location: Arise Innovation Hub Harlow (with occasional travel to Arise Innovation Hub Chelmsford)

Faculty/Prof Service: Research Innovation and Development Office

Ref No: *tba*

Closing Date:

About Anglia Ruskin University

ARU is a global university transforming lives through innovative, inclusive and entrepreneurial education and research. We are ranked in the world's top 350 HEIs in the 2021 Times Higher Education World University Rankings and are ranked in the top ten of mainstream universities in the country for the proportion of UK undergraduates in employment 15 months after graduating.

We have campuses in Cambridge, Chelmsford, London and Peterborough with 2500 staff and 31000 students from 185 countries. As an anchor institution in the Eastern Region **we are committed to** working with others to enhance the social, cultural and economic aspects of our communities.

About the role

At ARU we have committed to bring about '*a step change in our research capacity to maximise its impact for the communities we serve*' and position us to become a distinctive University that is entrepreneurial in nature. We are actively investing in three major ARU wide Research, Innovation and Impact themes including, Health, Performance and Wellbeing. (HPW)

Our Arise Innovation Hubs support early-stage companies in HPW, aligning with ARU's expertise within the Medical Technology Research Institute, the School of Medicine and extensive capabilities in Health, Performance and Wellbeing. We are also one of the biggest health workforce providers in England.

Our Arise Innovation Hubs, located in Chelmsford and Harlow, benefit from strong links to the wider HPW ecosystem connecting into Clinical Commissioning Groups, Hospital Trusts, Public Health England, and the UK Innovation Corridor. We are looking to appoint an operations and events manager full time to deliver operational coordination of the Arise Hub in Chelmsford.

Alongside this supporting our director to deliver an exciting and innovative programme of events, supporting our health tech and medtech interests and capabilities.

The events and operations coordinator provides day to day support to our internal business community and delivery of a range of activities in partnership with local organisations. Overall, this exciting role makes a highly valuable contribution to our ambition to provide centres of excellence in innovation and business support.

Our Chelmsford Arise hub opened in 2014 and we have expanded opening the Arise Innovation Hub in Harlow during 2020, located on the Harlow Innovation Park.

We are seeking an exceptional individual to join the team with relevant experience and qualifications in operations and events management. You will support the development of both hubs and our interaction with the local business community. The post is suitable for some-one who enjoys a fast-paced environment and engagement with both small business and academic researchers.

You will be responsible for maintaining levels of occupier satisfaction, connect occupiers with support available from our university and partners to contribute the development of new services in support of business innovation in health performance and wellbeing. You will be responsible for working with university colleagues and local authority partners to support the position of Arise Innovation Hubs and their activities as a Centre of Excellence in innovation and business support. The successful candidate will provide coordination of day-to-day management to ensure the Arise Hub delivers the planned outputs in line with our Research and Innovation Strategy goals and objectives.

This role is an exciting opportunity to be part of a growing team for an ambitious, hardworking, events and/or service coordinator/ business operations professional to support our Arise Innovation Hubs and deliver business, innovation and economic impact.

Informal enquiries can be made to the Arise Innovations Hub Director Dr Beverley Vaughan at beverley.vaughan@aru.ac.uk

**Research and Innovation
Development Office**

Job Description

Job Title:	Innovation Centre Events and Operations Co-ordinator
Grade:	4
Job Family:	Administrative
Work Base:	Chelmsford Campus (with regular travel to Harlow)
Hours of Work:	Full-time
Responsible to:	Innovation hubs Director
Responsible for:	No direct line management
Relationships and Contacts:	Physical and virtual occupants of the Centre Potential occupants Key service suppliers University Colleagues Local Authorities Local Government Regional businesses Business and sector support organisations Events and marketing teams
Job Purpose:	To co-ordinate the effective and efficient day-to-day operations and events management at the Innovation Centres

Principal Accountabilities:

1. Work with the Arise Innovation hubs Director to plan, develop and co-ordinate a series of pro-active and reactive programmes, events, seminars and workshops in the Health, Performance and Wellbeing sector. Representing ARU, RIDO and the Arise Innovation Hubs at such events with partners or independently.
2. Liaise effectively on a day-to-day basis with all business occupants and users. Address and actively resolve any queries (including non-routine and complex queries) in a courteous and timely manner.

3. Provide guidance and support to assist new and existing occupants to make effective use of the various services available. Resolve more complex issues independently and escalate to management when required.
4. Organise and maintain legal contracts, databases and information in relation to occupants. Co-ordinate occupants' reviews with the Arise Innovation Hub Director and accurately record any actions and outcomes from these reviews. Contribute to financial and commercial due diligence on prospective and continuing occupants.
5. Assist in the physical operation of the Arise Innovation Hub(s), including working collaboratively and liaising with the other counterpart Arise Innovation Hub coordinator, university colleagues and external partners on property related issues.
6. Work with the wider Research and Innovation Development Office (RIDO) to support occupants through a range of signposting, partnering and event planning activities to maximise engagement and revenue.
7. Develop a working knowledge of our research, innovation and knowledge exchange offering to help assist to successfully deal with initial enquiries.
8. Deal professionally and effectively with all enquiries in person, by post, telephone, email or web. Become fully conversant with our Customer Relationship Management system to manage enquiries and contacts, in addition to maintaining the database for use in follow-up event activities.
9. Support management to develop and implement marketing for the Arise Innovation Hubs, developing marketing content and updating the Arise Innovation Hubs Website, running social media accounts for the Hubs and developing brochure resources for promotion and attendance at business events.
10. Produce reports and papers for internal and external management groups and Board meetings as required, including financial monitoring reports in conjunction with the Finance Dept.
11. Conduct tours, participate in relevant external events and workshops to market ARU services and values, providing accurate information for potential occupants, university staff and external stakeholders.

12. Oversee and direct the day-to-day work of the Arise innovation Hub receptionist/administrator to ensure a high-quality customer centred experience. Covering for them in times of absence or annual leave.

13. Work closely with the counterpart Arise Innovation Hub coordinator to contribute to the continuous development of our pro-active, effective, high quality, customer focused enquiry service to support the success of the Centre(s) and its activities.

14. Such other duties temporarily or on a continuing basis, as may reasonably be required, commensurate with your grade including deputising for the Innovation Centre Manager as and when necessary/in their absence.

For the purpose of this document “Arise Innovation Hubs” refers to all current and future ARU Innovation Centre locations.

This is a description of the job as it is presently constituted. It is normal practice to review periodically job descriptions to ensure that they are relevant to the job currently being performed, and to incorporate any changes which have occurred or are being proposed. The review process is carried out jointly by manager and employee and you are therefore expected to participate fully in such discussions. In all cases, it is our aim to reach agreement to reasonable changes, but where it is not possible to reach agreement, we reserve the right to make reasonable changes to your job description which are commensurate with your grade after consultation with you.

March 2021

***Research and Innovation Development Office
Innovation Centres Events and Operations Co-ordinator
Person Specification***

ESSENTIAL	DESIRABLE
<p>EDUCATION/QUALIFICATIONS</p> <ul style="list-style-type: none"> • Degree <p>OR</p> <ul style="list-style-type: none"> • Part qualified in a relevant professional qualification at degree level appropriate to the specific role being appointed to <p>OR</p> <ul style="list-style-type: none"> • Demonstrable appropriate level of experience and evidence of continuing professional development relevant to the role 	<ul style="list-style-type: none"> • A professional and/or vocational qualification in business administration/IT or willingness to undertake.
<p>EXPERIENCE</p> <ul style="list-style-type: none"> • Customer service and relationship management experience • Experience of running events/conferences <p>Experience of running day to day operations of a business services organisation where customer service is paramount</p> <ul style="list-style-type: none"> • Working closely with teams at all levels in commercially focussed projects • Proven experience of managing multiple projects • Finance administration experience 	<ul style="list-style-type: none"> • Working with entrepreneurs, early stage and small businesses <p>Experience of working in a Higher Education setting</p>

KNOWLEDGE/SKILLS

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| <ul style="list-style-type: none">• Experience of CRM systems• Excellent organisational and administrative skills• Excellent interpersonal and communication skills• Excellent IT skills with sound knowledge of Microsoft Office, website editing/updating, photoshop and use of Survey Monkey/ data collection packages and other office support packages | <ul style="list-style-type: none">• Knowledge of the regional and national business support environment• Knowledge of innovation and incubation in the UK and East of England• Knowledge of the UK Higher Education (HE) knowledge exchange environment |
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<p>PERSONAL QUALITIES/ DISPOSITION</p> <ul style="list-style-type: none"> • Customer focussed • Attention to detail • Pro-active approach • Ability to prioritise and deliver tasks professionally and to tight deadlines • Ability to work individually as well as part of a team • Ability to plan and implement our digital marketing activity using a variety of platforms and digital editing tools • A flexible self-starter who is comfortable negotiating with individuals at all levels both internally and externally • Capable of independent working 	<ul style="list-style-type: none"> • Ability to respond creatively to business needs and challenges • Commercially minded, fast learning with an entrepreneurial attitude
<p>OTHER</p> <ul style="list-style-type: none"> • Committed to equality and diversity • Willing and able to travel as required for the role • Commitment to own continuous personal and professional development • Willing to work flexibly, including occasional evenings and weekends • Committed to our Health and Safety policies and procedures 	

March 2021