

Job Description

Knowledge Exchange Officer

Salary:	Grade 6
Contract:	Full time, fixed term
Location:	Canterbury Campus
Responsible to:	Technical Manager (Technician Commitment)
Job family:	Administrative, professional and managerial

Job purpose

The Knowledge Exchange Officer will be based at the University of Kent, within University Operations. University Operations sits within the scope of the Office of the Vice-Chancellor providing core business support across a wide range of critical functions. In the context of the role, divisional operations staff and divisional technical staff report into this directorate. The post holder will work closely with Kent's Research and Innovation Services team who are responsible for supporting research, impact, knowledge exchange and commercialisation activity of the university.

The Technical Platform for Innovation and Knowledge Exchange (T-PIKE) is an EPSRC-funded [Eastern Arc](#) project. T-PIKE will deliver a training, mentoring and knowledge exchange framework for research technical professionals (RTPs) to engage with industrial and commercial partners, charities, and third sector organisations.

The Knowledge Exchange Officer will form part of the T-PIKE project operational team, which will include two other knowledge exchange officers (based at the University of Essex and the University of East Anglia) and a Programme Manager (based at the University of Essex), to facilitate communication and collaboration across the three institutions. The role holder will liaise with the project leadership team to plan and organise the programme's activities, including training and events, coordinate partnership meetings and events, provide financial assistance, administrative support and project coordination.

Key accountabilities

The following are the main duties for the job. Other duties, commensurate with the grading of the job, may also be assigned from time to time.

- Support outreach to external organisations, network development and relationship building.
- Use in-depth knowledge, and experience to advise and assist technical colleagues and external stakeholders to fully engage with the T-PIKE programme and provide specialist support across a range of activities. Work with limited guidance and instruction.
- Liaise with staff at all levels across the wider University, as well as external service providers to ensure that detailed technical requirements are understood in the design and implementation of all activities relating to the T-PIKE programme.
- Collaborate and work alongside colleagues to plan, organise and control activities so that the T-PIKE programme and work packages are delivered to a high standard.
- Review and implement appropriate procedures to maximise the efficient running of the programme under the direction of the management lead.
- Work with the project operational and leadership teams and partners, to support and contribute to the T-PIKE project plan and delivery.

- Understand, promote, ensure compliance with and have oversight of relevant legislation and guidance and health and safety protocols ensuring procedures are taken into consideration and followed for any relevant activities at all times (e.g. through the use of risk assessments).
- Use appropriate computational methods to analyse data to agreed timeframes; providing appropriate interpretation and evaluation. Ensure accurate completion of documentation, data and reports.
- Monitor progress on and have oversight of activities within T-PIKE and identify delays and other risks to the achievement of the work packages.
- Oversee the correct administration processes and procedures.
- Respond to external enquiries, forwarding or escalating as appropriate.
- Represent T-PIKE and the University as required at business, community and other events and meetings.
- Provide secretariat support to project meetings.
- Monitor budget(s), including costings and payments to suppliers and partner organisations, as requested by the Programme Manager and in conjunction with the University's Finance Department. Monitor resource usage and negotiate with suppliers for a range of items.
- Present programme information from the team at meetings and take part in discussions to inform on provisions.
- Contribute to the planning and delivery of both internal T-PIKE meetings with partners and events with stakeholders and external organisations, including identifying speakers, workshop programmes, creation and/or organisation of communications, delegate packs, catering, A/V support etc. and collating post-event feedback
- To actively demonstrate a commitment to professional development by continuing to advance knowledge, understanding and competencies.
- Maintain up-to-date knowledge of the relevant fields; investigate and propose improvements to services, advocating best working practices.
- As well as the main duties of the post, the post-holder will be expected to participate in various activities appropriate to their role which may include travel within the South East and East of England.
- Any other duties as may be assigned from time to time by the T-PIKE Programme Manager, the T-PIKE project leadership team, or their nominee.

Key challenges and decisions

The following provide an overview of the most challenging or complex parts of the role and the degree of autonomy that exists.

- Role holder will provide expert advice and guidance in T-PIKE programme activities, acting as lead expert and contact in supporting both internal and external customers. Ensuring the very best customer experience.
- Taking the lead on the implementation of the T-PIKE programme within the University to deliver an excellent experience and service.
- Using the extensive experience and knowledge in the specialist area the role holder will support training and coaching activities, sometimes independently taking sessions and developing supporting material.
- Work with the project operational and leadership teams and partners, to deliver specialist support. Act as a specialist consultant to colleagues and external stakeholders as and when required.
- Trouble shooting any T-PIKE programme and work package issues. Work independently and as a team. Being able to work in a high-pressure environment to short time frames.
- Provide excellent communication, passing specialist knowledge and skills to large groups. Support T-PIKE programme activities, where necessary provide in-person support.

Facts & figures

Kent Technical Services provide specialist support to all areas of the University including teaching, research, innovation and civic activities.

Internal & external relationships

Internal: Staff at all levels and professional services areas; students

External: T-PIKE Leadership team, Eastern Arc Universities and external partners and organisations

Health, safety & wellbeing considerations

This job involves undertaking duties which include the following health, safety and wellbeing considerations:

- Regular use of Screen Display Equipment
- Manual handling
- Working in isolation
- Pressure to meet important deadlines such as might be inherent in high profile projects
- There may be a requirement to work evenings and weekends

Further Technical Specialisms

- Technical Services roles have common accountabilities across role types. The following provides an overview of any additional specialisms which are specific or unique to this role:
 - Experience of Knowledge Exchange
- Provide hands on delivery of the effective operation of all T-PIKE programme and work packages as instructed by the T-PIKE Knowledge Exchange Programme Manager, Leadership team and local nominees
- Experience or appreciation of Technical Services roles and environments
- Have an appreciation or experience of technical services and technical specialisms to ensure an effective collaboration between internal and external stakeholders as instructed by the T-PIKE Knowledge Exchange Programme Manager, Leadership team and local nominees
- Experience of Knowledge Exchange and Research activities is desirable but not essential
- Experience in the design, development, and implementation of training packages is desirable but not essential

Person specification

The person specification details the necessary skills, qualifications, experience or other attributes needed to carry out the job. Applications will be measured against the criteria published below.

Selection panels will be looking for clear evidence and examples in an application, or cover letter (where applicable), which back-up any assertions made in relation to each criterion.

Essential Criteria:

- Educated to a degree level in a relevant subject or equivalent qualification or experience (A)
- Experience with working collaboratively across organisations (A, I)
- Experience with supporting project planning and delivery (A, I)
- Experience with establishing and maintaining appropriate administrative systems (A, I)
- Experience with supporting meetings and taking minutes (A)
- Experience of stakeholder management (I)
- Strong IT skills and familiarity with Windows-based software (A)
- Experience with supporting financial monitoring and administration (A, I)

- Experience monitoring OR having oversight of budgets (A, I)
- Excellent verbal and written communication skills, including clear and effective facilitation and presentation skills and the ability to produce clear and concise written materials (I)
- Excellent troubleshooting and advanced problem solving, with an ability to assess problems and implement solutions within own expertise (I)
- Good interpersonal skills with the ability to liaise independently with students and staff at all levels and build and maintain good working relationships with staff in many different departments as well as external partners (I)
- Organised with the ability to proactively prioritise a wide range of workload with competing priorities. (I)
- Ability to work under own initiative but also collaboratively within teams (I)
- Firm commitment to achieving the University's and Eastern Arc's vision and values, with a passion for a transformative student experience and multidisciplinary, impactful research (I)
- Commitment to deliver and promote equality, diversity and inclusivity in the day to day work of the role (I)

Desirable Criteria:

- Experience of working in a Technical Support role and understanding of technical roles (A)
- Experience of Knowledge Exchange and Research activities (A)
- Experience in the design, development, and implementation of training packages (A)
- Experience of working within, and knowledge of, the Higher Education (or related) sector (A)
- Knowledge of safety regulations, legislation, and procedures. For example, risk assessments (A, I)
- Professional registration or willingness to work towards for example, RSciTech, EngTech, ICTTech (A)

Assessment stage: A - Application; I - Interview; T - Test/presentation at interview stage