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<b>Job title:</b> Knowledge Exchange Continuous Improvement Coordinator	<b>Accountable to:</b> Director of Knowledge Exchange
<b>Contract length:</b> Permanent	<b>Hours per week:</b> 35 <b>Weeks per year:</b> 52
<b>Salary:</b> £34,943 to £42,914	<b>Grade:</b> 4
<b>Service:</b> Knowledge Exchange	<b>Location:</b> Kings Cross

## What is Knowledge Exchange?

*“Knowledge Exchange is a set of activities, processes and skills that enable close collaboration between universities and non-academic partners to deliver commercial, environmental, cultural and societal benefits, opportunities for students, and economic growth.”*

The cross-UAL department of Knowledge Exchange (KE) co-ordinates the development, delivery and monitoring of the University of the Arts London's Knowledge Exchange Strategy, and its related activities— these include: staff consultancy, contract research, professional training, collaborative R&D, innovation projects involving students, and enterprise support. The KE Department also works closely with the Research Management and Administration (RMA) department to manage the development and delivery of externally-funded academic projects. Knowledge Exchange is one of UAL's core academic activities alongside Teaching & Learning and Research, and is therefore integral to delivery of the University's overall Academic and Institutional Objectives.

UAL is a leading institution for KE within its disciplines. This is as a result of the University's extensive networks of public, private and third sector partners, our highly entrepreneurial students and graduates, our extensive work with local communities, our strong engagement of students with KE activities through course curricula, and our specialist knowledge and practice base.

## What is the purpose of the role?

This post will provide support for the Director of KE, the KE service and colleagues working in KE across UAL by:

- co-ordinating the implementation of a KE continuous improvement programme of projects and initiatives across UAL, enabling consistent delivery of high standards and increased efficiency, underpinned by robust systems and processes;
- co-ordinating online engagement of UAL's KE community of academic and non-academic staff, and supporting KE-related communications and marketing initiatives;
- supporting the implementation of UAL's KE Strategy, and related strategic developments, including providing administrative support to the Director of KE;
- supporting any organisational change linked to new KE development activities;
- supporting regular internal and external reporting of KE performance data, as well as ensuring ongoing enhancement of the capture and storage of such data;
- supporting UAL's KE Committee, KE Management Group and KE Working Groups, by co-ordinating work across these groups, and clerking relevant meetings (as requested).

## Duties and Responsibilities

**Co-ordinate the KE continuous improvement programme**

- To co-ordinate the ongoing development and delivery of UAL's KE continuous improvement programme (CIP), working across initiatives relating to performance and quality management, evaluation and data capture processes, policies and governance, communications, professional development, and service improvement.
- To support the Director of KE in liaising with other UAL/College teams to ensure all aspects of the KE CIP are fully integrated and aligned, as necessary, with other UAL initiatives, projects and departments, and to continuously monitor this situation.
- To provide progress monitoring and budget reports for KE CIP workstreams
- To develop, manage and regularly update a risk register for the KE CIP.

#### **Supporting UAL's KE governance groups**

- To manage the regular scheduling of KE governance group meetings, including ensuring venues are booked; invitations issued, minutes taken and agendas and papers developed and circulated in a timely fashion. This includes, but is not limited to:
  - UAL KE Committee
  - KE Management Group
  - External Engagement Working Group
  - Any relevant sub-groups or task & finish groups (as requested)

#### **Co-ordinating online engagement of UAL's KE community**

- To co-ordinate engagement (incl. co-ordinating events) with UAL's KE community of academic and non-academic staff through the KE Community Platform (MS Teams) – ensuring all enquiries are responded to, and that staff are provided with regularly refreshed content and a programme of relevant engagement events;
- To work with the KE Communications Executive to ensure that the KE pages of the University's Canvas intranet and website are both regularly updated;
- To ensure engagement of KE-active staff, through provision of the 'Exchange' newsletter on MS Teams, highlighting key institutional and sector updates.

#### **Supporting implementation of the KE Strategy**

- To support the Director of KE in the implementation of the KE Strategy and KE CIP, through the appropriate governance structures, ensuring that it is effectively communicated to its wide range of stakeholders, and that progress against the KE Strategy objectives is effectively monitored and reported on.
- To support the Director of KE and other KE senior management staff in the successful management and delivery of strategic development projects and initiatives as they arise, including conducting any required desk research for new areas of development.
- To provide administrative support to the Director of KE, including scheduling meetings, liaison, and minute-taking, as required.

#### **Supporting change in UAL's KE environment**

- To support implementation of change programmes relating to new KE developments – either as part of KE CIP or other initiatives.
- To ensure connectivity and continuity across new KE development initiatives, ensuring that all stakeholders are aware of project dependencies and linkages, and have the chance to input or feedback on change processes.
- To monitor and report on the progress of change and to advise senior management of any emerging risks or other issues that could affect positive progress.

#### **Supporting capture and reporting of KE performance data**

- To co-ordinate the successful implementation of the KE KPIs Framework, working with colleagues across UAL to ensure the effective capture and storage of KE performance data, and to act as the first point of contact for responding to and resolving issues and queries relating to KE KPIs/metrics;

- To co-ordinate the regular internal and external reporting of KE performance data, as well as supporting the Director of KE with meeting the requirements of the Research England KE Framework;
- To provide support to the Director of KE in the annual reporting and analysis of HE-BCI survey data, including working with UCPU to dashboard such data and produce benchmarking performance reports.

### **General**

- To contribute to the development of a UAL KE community of practice
- To perform such duties consistent with your role as from time to time may be assigned to you anywhere within the University.
- To undertake health and safety duties and responsibilities appropriate to the role.
- To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- To personally contribute towards reducing the University's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022).
- To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- To conduct all financial matters associated with the role accordance to the University's policies and procedures, as laid down in the Financial Regulations.

### **Key Working Relationships**

#### **Internal**

- Director of KE and colleagues within the KE and RMA departments
- College Business & Innovation and Research & KE teams
- Staff working within other KE-related roles across UAL
- Academic and non-academic staff working on KE-related activities across UAL
- Other staff in central services and in the colleges

#### **External**

- Staff working in KE-relevant external stakeholder organisations, e.g. Research England, HESA, UUK, PraxisAuril, NCUB, etc.

### **Specific Management Responsibilities**

Budgets: Project budgets relating to KE CIP

Staff: Occasional temporary (e.g. ArtsTemps)

Other (e.g. accommodation; equipment): KE Community Platform

Last updated: 04 May 2021

Specialist Knowledge/Qualifications	Degree educated  Desk research and project management skills  Good knowledge of Higher Education Knowledge Exchange policy environment (desirable)

Relevant Experience	<p>Experience of successfully working across different departments, teams and cultures to co-ordinate complex projects and implement change</p> <p>Experience of successfully managing staff engagement (online and offline) with organisational developments</p> <p>Experience of monitoring and reporting on progress of initiatives and their related risks, and escalating issues appropriately where necessary</p> <p>Experience of working in a higher education or creative/cultural sector context (desirable)</p>
Communication Skills	Communicates effectively orally and in writing adapting the message for a diverse audience in an inclusive and accessible way
Leadership and Management	Motivates and leads a team effectively, setting clear objectives to manage performance
Professional Practice	Contributes to advancing professional practice/research or scholarly activity in own area of specialism
Planning and Managing Resources	Plans, prioritises and manages resources effectively to achieve long term objectives
Teamwork	Works collaboratively in a team and where appropriate across or with different professional groups
Creativity, Innovation and Problem Solving	Suggests practical solutions to new or unique problems

Please make sure you provide evidence to demonstrate clearly how you meet these criteria, **which are all essential unless marked otherwise**. Shortlisting will be based on your responses.

Last updated: 04 May 2021