

Job Description

Role Title:	Entrepreneurship Assistant
Dept:	Library, Careers & Skills
Reference:	MPF3020
Grade:	4
Full or Part time:	Full time
Hours:	36.25
Reports to:	Business Incubation Manager

About us

Welcome to Library, Careers & Skills – a place to learn and share ideas, a virtual hub for research and discovery, a team of friendly faces delivering excellent customer service, and a community of experts playing a vital role in teaching, learning, research, employability, and entrepreneurship at Salford. We are innovative, open, collaborative, and people centred. Our focus is to help our students get the very most out of their Salford journey, in support of the University's mission: "Innovating to enrich lives".

Across our teams, we manage study spaces and technology, provide access to print and online resources for learning and research, and help our researchers to share their work with the world. We are also responsible for working collaboratively with academic colleagues and external employers to develop students' academic skills, employability and entrepreneurship.

At Salford, we are proud of our diverse student population, and we work hard to create an inclusive culture where all our students and colleagues can bring their whole selves to the University. In Library, Careers & Skills we are committed to creating open and inclusive learning experiences where students feel inspired and supported to engage with work-based learning and enhance their employability and entrepreneurship.

Building a diverse workforce

We are striving to build a more diverse workforce, and we welcome and encourage applications from the widest talent pool. If you haven't considered a career in Higher Education before, we want to hear from you. We would particularly encourage applications from groups who are currently under-represented in the team, which in this case is Black, Asian and Minority Ethnic (BAME) applicants.

More information about our Equality, Diversity and Inclusion work is available here:

<https://www.salford.ac.uk/equality-and-diversity>

Our ways of working

We recognise the importance of a healthy balance between work and home life. We are open to agile ways of working that provide colleagues with flexibility while also allowing us to deliver an excellent service, such as flexible hours and/or some working from home where work commitments allow. For this role, the post-holder is expected to split their time between campus and home, and some evening and weekend working may be required.

Overview

[Launch @Salforduni](#) is the University of Salford's dedicated student business incubator. Staff who deliver Launch are part of a Careers team that support students and graduates in identifying and developing the skills, experiences and connections needed to achieve their career/life goals – including entrepreneurship/self-employment. The Careers team engaged students and graduates with resources, support and advice. The Careers team is part of Library, Careers & Skills. Every year we recruit two cohorts of budding student entrepreneurs and take them on a journey of support with the objective of participants setting up and starting to run their own businesses. This role assists in the delivery of these resources, support, and advice.

Our Launch unique training programme provides training including Exploring your Business Idea & Business Planning, Marketing, Online Presence, Sales Techniques, Pitching and much more!

Our academic colleagues, Industry Fellows and volunteer entrepreneurs deliver masterclasses to support business growth.

Since opening in 2018, the Launch team engaged with over 1,600 students and graduates

- Provided in depth support 241 students to help them start a business over 15 cohorts.
- Delivered 241 workshops
- Awarded £315,180 total funding to date which was sponsored through government HEIF grants and Santander Universities.
- Trained 6 Social Media and Digital Marketing Interns with more planned
- Participated in external events and initiatives with partners and stakeholders such as The Business Growth Hub, Salford Innovation Forum, Greater Manchester Chamber, the Federation of Small Businesses, enterprise Educators UK, Salford Business Group, and Santander Universities.

Role Purpose

The role of the Entrepreneurship Assistant is to provide flexible and efficient administrative support to the key functions of the Launch Business Incubator and to engage with and

support key stakeholders in and on behalf of Library, Careers & Skills within a busy and fast paced environment.

Principal Duties & Responsibilities

- To provide administrative support to the Launch business incubator and teams within Library, Careers & Skills as appropriate
- To engage appropriately with key customers and service users
- To respond to student and stakeholder enquiries using appropriate query triage and management systems
- Assist with the promotion of programmes, tracking and on-boarding of applicants to Launch programmes
- Develop, implement, and manage administrative systems to enable optimum support to be provided for the Launch incubator and teams within Library, Careers & Skills as appropriate
- Support the front-line professional service of the Launch Business Incubator - including communicating information to course facilitators, participants, and related staff members via relevant channels in a timely manner
- To establish, maintain and update effective CRM databases, Teams sites, social media, and mailing lists
- Collate information for the annual HEBCI report (table 4- Enterprise start-ups)
- Schedule drop-in and mentoring sessions for the Incubation Manager and internal and external mentors.
- Maintain the register of cohort attendees and manage communications and follow-up actions
- Oversee the Launch Digital Programme Teams site including files, resources, and schedule
- Foster and support a dynamic team approach working effectively as a team member with other staff in Library, Careers & Skills, including providing support when colleagues are absent and working to shared objectives
- Perform any other duties appropriate to the grade

- Comply with health and safety responsibilities specified in the University Health and Safety policy
- To engage with the University's commitment to put our students first and deliver services which are customer orientated, represent value for money and contribute to the financial and environmental sustainability of the University when undertaking all duties and aspects of the role.
- Promote equality and diversity for students and staff and sustain an inclusive and supportive study and work environment in accordance with University policy.
- To attend and assist with the delivery of external and internal events, as required. This may include open days, careers fairs, conferences etc.
- This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment

Generic Duties

- Perform any other duties appropriate to the grade as may be required by the Head of School/Head of Division etc.
- Comply with the personal health and safety responsibilities specified in the University Health and Safety policy.
- To engage with the University's commitment to put our students first and deliver services which are customer orientated, represent value for money and contribute to the financial and environmental sustainability of the University when undertaking all duties and aspects of the role.
- Advance equality, support our work towards eliminating unlawful discrimination, foster an inclusive study and work environment for students, staff and visitors in accordance with our public sector equality duties and university policy.

This role detail is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your Contract of Employment.

Person specification follows on next page

Person Specification

The successful candidate should demonstrate the following, which are 'Essential' (E) or 'Desirable' (D)

Qualifications

1. Five GCSEs including a numeracy qualification at level 3 or equivalent relevant professional experience (E)
2. Have recognised administrative related qualifications (D)

Background and Experience

3. Proven experience of providing comprehensive administrative support in a busy office environment (E)
4. Excellent face to face and online communication skills with the ability to present oral and written information clearly (E)
5. Experience of working with and maintaining CRM databases, documents, and spreadsheets (E)
6. Experience of working in an HE/FE environment (D)
7. Experience of updating websites, setting up and managing user groups, documents and communications on platforms such as Teams, WhatsApp and LinkedIn (D)

Knowledge

8. Office based practices and procedures (E)
9. Maintaining confidentiality and knowledge of Data Protection legislation (E)
10. Word processing, spreadsheets and working with databases (E)
11. Services and support for students and graduates to explore and achieve self-employment or employability goals (E)

Skills and Competencies

12. Commitment to outstanding customer service (E)
13. Excellent oral and written skills (E)
14. Excellent IT skills including the use of Microsoft Office and CRMs to a high standard (E)
15. Proven ability to work constructively as part of a team and on own initiative (E)
16. Excellent interpersonal skills (E)
17. Ability to work under pressure, with excellent organisational and time management (E)
18. A reliable, conscientious, and professional approach (E)
19. Flexible and accommodating attitude to time keeping (E)