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Part A - Job Description

Job Title

Innovation Support Officer

UWTSD Students' Union – Innovation and Student Development

Job Purpose

The Innovation Support Officer will assist in the creation and execution of creative projects that enhance the efficacy, accessibility, and calibre of services provided by the UWTSD Students' Union. The function emphasises facilitating organisational innovation via the utilisation of digital technology, collaborative problem-solving, and evidence-based decision-making. The incumbent will collaborate with students, university departments, and external partners to find opportunities for enhancing student involvement, improving operational procedures, and supporting institutional objectives.

In response to shifting student expectations, the digital revolution, and changing labour market demands, higher education institutions are under growing pressure to adopt technological innovation. Therefore, personnel must be capable of recognising new opportunities, fostering innovative thinking, and enhancing organisational agility (Cascio and Montealegre, 2016). The Innovation Support Officer will thus be instrumental in facilitating strategic initiatives that enhance the Students' Union's ability for ongoing improvement and sustainable innovation.

Organisation Overview

The University of Wales Trinity Saint David (UWTSD) is acknowledged for its dedication to providing an inclusive and innovative educational atmosphere that equips students for employment in a swiftly changing global market. The Students' Union functions as an autonomous representative entity that advocates for student welfare, academic representation, extracurricular involvement, and personal growth.

As universities increasingly embrace digital technologies and contemporary management methods, innovation has emerged as a crucial catalyst for institutional efficacy. Universities are progressively allocating resources to digital services, data analytics, and collaborative partnerships to optimise operational efficiency and elevate the student experience (Tidd and Bessant, 2021). The UWTSD Students' Union is dedicated to fostering new thought, facilitating digital transformation, and providing opportunities for students to enhance service quality. The Innovation Support Officer will facilitate these objectives by coordinating innovation initiatives, fostering collaborative efforts, and aiding in the execution of strategic projects that yield quantifiable enhancements for students and the broader university community.

Key Responsibilities

The selected candidate will be accountable for:

- Facilitating the implementation of innovative projects that enhance student services and organisational efficacy.
- Performing environmental scanning and benchmarking to discern innovative techniques implemented by other colleges.
- Collecting and analysing student feedback to facilitate service reconfiguration and ongoing enhancement.
- Facilitating the deployment of digital technologies that improve communication and student engagement.
- Facilitating the organization and execution of innovation workshops, consulting

events, and focus groups.

- Creating reports, presentations, and briefing documents for executive management.
- Assessing project advancement in relation to established objectives, financial allocations, and performance metrics.
- Ensuring precise project documentation and records of innovation.
- Collaborating with academic departments, professional services, and external stakeholders.
- Fostering an organisational culture that prioritises innovation, experimentation, and information exchange.
- Ensuring all activities adhere to University regulations concerning equity, health and safety, data protection, and ethical standards.

These roles embody modern methodologies in innovation management, wherein collaboration, knowledge transfer, and employee engagement are acknowledged as essential factors for organisational success (Tidd and Bessant, 2021).

Key Duties in an Innovation Context

Innovation is key to this position, as the successful applicant will directly enhance the Students' Union's service delivery and stakeholder engagement. The Innovation Support Officer will proactively seek novel methods to enhance efficiency, accessibility, and student satisfaction instead of preserving current systems.

Particular responsibilities related to innovation encompass:

- Investigating nascent technologies pertinent to higher education.
- Recognising possibilities to streamline administrative procedures via automation.
- Facilitating digital transformation initiatives related to online student services.
- Conducting collaborative brainstorming sessions with students and university personnel.
- Analysing organisational data to discover potential for service enhancement.
- Facilitating pilot programs aimed at evaluating novel concepts prior to broader execution.
- Advancing innovative operational methodologies across divisions.
- Assessing innovation results and compiling assessment reports for management.
- Promoting student engagement in innovative initiatives via workshops and campaigns.

These responsibilities acknowledge innovation as an ongoing organisational process that encompasses creativity, experimenting, and learning, rather than merely the implementation of new technologies. Sustainable innovation necessitates that organisations establish frameworks that promote cooperation, information dissemination, and continuous assessment of organisational performance (Crossan and Apaydin, 2010).

Reporting Structure

The Innovation Support Officer will directly report to the Innovation and Student Experience Manager.

The incumbent will collaborate closely with:

- Chief Executive Officer of Students' Union
- Student Voice Committee
- Academic Departments
- Information Technology Services
- Department of Marketing and Communications
- Employability and Enterprise Team

- External technology vendors
- Community organisations and corporate collaborators

Efficient communication among these stakeholders will promote collaborative decision-making and guarantee that innovation projects align with institutional aims and student requirements. Cross-functional collaboration is acknowledged as a pivotal element affecting organisational innovation and project success (West and Farr, 1990).

Working Conditions

The Innovation Support Officer will predominantly operate at UWTSD campuses but may intermittently work remotely dependent on operational needs.

The responsibilities encompass:

- 37-hour workweek.
- Hybrid employment opportunities where applicable.
- Mandatory participation in evening and weekend student events as necessary.
- Consistent use of digital collaboration tools such as Microsoft Teams, SharePoint, and cloud-based project management solutions.
- Engagement in external conferences, networking events, and professional development initiatives.
- Intermittent travel between university campuses and external partner organisations.

The position necessitates adaptability, fortitude, and an openness to adopting evolving technology and novel work methodologies to enhance organisational efficacy (Cascio and Montealegre, 2016).

Salary and Benefits

The salary will be £29,500–£34,500 annually, contingent upon qualifications, experience, and proven competencies.

Advantages

- Competitive Local Government Pension Scheme.
- Thirty days of annual leave in addition to public holidays.
- Hybrid and flexible employment arrangements.
- Extensive Employee Support Program.
- Financially supported professional development and postgraduate educational options.
- Access to university wellness programs and recreational amenities.
- Yearly workshops on innovation and leadership development.
- Opportunities for engagement in national higher education networks and conferences.
- An inclusive workplace that fosters equality, diversity, and employee well-being.

The University acknowledges that investing in employee welfare, professional development, and flexible working arrangements enhances employee motivation, organisational commitment, and innovative capacity. Organisations that actively promote learning and employee engagement are more likely to attain sustained organisational performance and effective innovation results (Noe et al., 2023).

Part B - Person Specification

The Person Specification delineates the criteria for evaluating applicants during the recruiting and selection process for the Innovation Support Officer position at the UWTSD Students' Union. It enhances the Job Description by delineating the qualifications, experience, competences, and behavioural traits necessary for effective work performance. A meticulously crafted person specification allows businesses to acquire individuals whose knowledge, abilities, and values are

congruent with organisational objectives, while guaranteeing that selection decisions are objective, transparent, and merit-based (Noe et al., 2023). As higher education institutions progressively embrace digital technology and new practices, staff must exhibit adaptability, inventiveness, and the capacity to collaborate within diverse teams (Cascio and Montealegre, 2016).

Applicants must fulfil all Essential requirements. Desirable qualities will be evaluated when applicants exhibit comparable levels of appropriateness.

Education and Qualifications

The Innovation Support Officer must have a suitable educational background that evidences the theoretical understanding necessary for contributing to organisational innovation and service enhancement. Employers in higher education increasingly prioritise graduates who demonstrate academic excellence alongside a commitment to ongoing professional development and lifelong learning. Supplementary qualifications in innovation, project management, or digital technologies further demonstrate an applicant's capacity to facilitate organisational transformation and adeptly address technology advancements (Ulrich et al., 2019).

Criteria	Assessment	Essential / Desirable
Bachelor's degree in Business Management, Human Resource Management, Innovation Management, Information Technology, or a related field	A	Essential
Demonstration of ongoing professional development via workshops, seminars, or online education.	A	Essential
Certification in Agile, Lean, PRINCE2, or Project Management	A	Desirable
Instruction in digital transformation, innovation, or organisational growth	A	Desirable
Affiliation with a recognised professional organization (e.g., CIPD, APM)	A	Desirable

Experience

Prior experience demonstrates that candidates can implement theoretical knowledge in practical organisational settings. The ideal applicant must possess experience in project support, stakeholder engagement, and organisational enhancement. Experience acquired through employment, internships, volunteer work, or academic projects illustrates the transferable abilities necessary for the effective management of innovation initiatives. Organisations are increasingly prioritising candidates with practical experience in collaborative work and service enhancement above those with exclusively academic qualifications (Bratton and Gold, 2022).

Criteria	Assessment	Essential / Desirable
Experience in providing support for administrative or operational functions	A/I	Essential
Experience collaborating within project teams	A/I	Essential
Proficient in coordinating meetings, workshops, or events	A/I	Essential
Proficient in information analysis and report preparation	A/I	Essential
Proficient in engaging with diverse internal and external stakeholders	A/I	Essential
Experience in contributing to service enhancement efforts	A/I	Desirable
Proficient in utilising digital systems or customer relationship management software	A/I	Desirable
Experience in higher education or the public sector	A/I	Desirable

Skills

The Innovation Support Officer necessitates a harmonious blend of interpersonal, technical, and analytical competencies. Effective communication facilitates collaboration among students, academic personnel, and external partners, while organisational and digital competencies ensure the successful execution of innovation projects. Moreover, creativity and critical thinking empower employees to recognise chances for enhancement and formulate effective solutions to organisational difficulties. These competencies are widely acknowledged as vital for businesses functioning in technology-driven contexts (Cascio and Montealegre, 2016).

Criteria	Assessment	Essential / Desirable
Superb written and oral communication abilities	A/I	Essential
Robust organisational and planning abilities	A/I	Essential
Proficiency in effectively managing multiple priorities	A/I	Essential
Superb analytical and critical reasoning abilities	A/I/T	Essential
Innovative problem-solving aptitude	A/I/T	Essential
Advanced proficiency in digital literacy, encompassing Microsoft 365.	A/I	Essential
Capacity to analyse quantitative and qualitative data	A/I/T	Essential
Proficient teamwork and collaboration abilities	I	Essential
Proficiency in project management software	A/I	Desirable
Proficiency in data visualisation or reporting software	A/I	Desirable

Knowledge and Understanding

A comprehensive grasp of innovation management, organisational growth, and emerging technology empowers personnel to strategically advance institutional goals. The successful candidate must comprehend the impact of digital transformation on organisational performance and student engagement, while also acknowledging the significance of governance, ethical practices, and statutory compliance. Familiarity with continuous improvement approaches and trends in higher education enhances evidence-based decision-making and effective project execution (Crossan and Apaydin, 2010).

Criteria	Assessment	Essential / Desirable
Understanding of the principles of innovation management	A/I	Essential
Comprehension of digital transition in higher education	A/I	Essential
Proficiency in project planning and assessment methodologies	A/I	Essential
Comprehension of organisational transformation and ongoing enhancement	A/I	Essential
Familiarity with GDPR and information governance	A/I	Essential
Comprehension of sustainability and ethical innovation	A/I	Desirable
Understanding contemporary developments impacting colleges and Students' Unions	A/I	Desirable
Understanding of stakeholder involvement and collaborative partnerships	A/I	Desirable

Individual Characteristics

The position necessitates individuals who exhibit attitudes that foster organisational innovation and collaborative efforts. Successful candidates must be flexible, initiative-driven, and dedicated to attaining superior performance standards. They must exhibit resilience in the face of organisational change and possess the interpersonal attributes essential for cultivating fruitful connections with colleagues and pupils. Research indicates that behavioural competences, including initiative, curiosity, and a willingness to learn, are essential traits of innovative employees (Anderson, Potočník, and Zhou, 2014).

Criteria	Assessment	Essential / Desirable
Original and inventive thinker	I	Essential
Favourable disposition towards organisational transformation	I	Essential
Self-driven and capable of exercising initiative	I	Essential
Professional and ethical work conduct	I	Essential
Robust dedication to customer and student service	I	Essential
Robust and versatile	I	Essential
Superb interpersonal abilities	I	Essential
Dedication to equity, diversity, and inclusion	I	Essential
Passionate about ongoing education	I	Essential

Additional Requirements

The Innovation Support Officer must demonstrate flexibility in alignment with

organisational priorities and assist in actions that further the University's strategic goals. Dedication to professional growth and flexibility in adapting to technology advancements are crucial, as innovation necessitates that individuals consistently enhance their expertise and aggressively address new opportunities. These requirements exemplify the collaborative essence of the Students' Union and its dedication to providing superior services across many campuses (Noe et al., 2023).

Criteria	Assessment	Essential / Desirable
Availability to work sporadic evenings and weekends	I	Essential
Capability to traverse across University campuses	I	Essential
Dedication to Ongoing Professional Advancement	A/I	Essential
Eligibility for employment in the United Kingdom	A	Essential
Adaptability to evolving organisational priorities	I	Essential

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