

JOB DESCRIPTION

Details	
Job Title:	Business Partnership Officer (Productivity Escalator)
Department:	Innovation & Enterprise Service
Job Reports To:	Senior Business Partnership Manager
Location:	Luton
Post Number:	BEDS1956
Pay Point:	Grade 7
Context	
<p>Using your skills in Relationship Sales or Business Development, you will engage external businesses and academics across the University on key innovation and enterprise themes. You will help drive employer engagement opportunities in a range of enterprise-related income generating activity, which may include; CPD/training short courses, consultancy, research contracts, research collaborations and business support funded projects. You will take a pro-active role in working with a diverse range of external stakeholders to help achieve university-wide KPIs for research and knowledge exchange.</p> <p>Productivity Escalator is designed to help businesses take maximum advantage of the efficiencies and opportunities of working online. You should have a demonstrable interest in a wide range of productivity tools, software or data or some previous experience in Business Process Analysis. You should enjoy problem solving and applying your knowledge to a diverse range of industries and sectors. You will be trying to understand business problems, drilling down to identify core underlying issues without alienating the client, and conveying these to academics to help define solutions together. You will help companies to access expertise from the University and funding from wider sources to build long-lasting, profitable and sustainable relationships that make an economic impact in the region.</p> <p>This role involves daily communications and collaborations with academics, graduates and internal staff members. Although some travel is occasionally required to meet with businesses and/or other external partners, we most often meet clients on-site at our Luton, Bedford and Putteridge Bury campuses. The role is therefore office-based and not suitable for home working.</p>	
Key Elements (please tick as appropriate)	
1. This post has MANAGEMENT RESPONSIBILITY	YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> X <input type="checkbox"/>
2. This job requires SAFEGUARDING	YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> X <input type="checkbox"/>
3. This is a KEY POST (i.e. must have nominated deputy)	YES <input type="checkbox"/> NO <input checked="" type="checkbox"/> X <input type="checkbox"/>
Principal Accountabilities	
As part of the Business Partnerships team, you will:	

- Develop business and commercial activity to meet income generation targets, assessing feasibility of new streams of income from the broadest possible range of sources.
- Establish and manage relationships with a range of businesses and intermediary organisations to gain market intelligence and ensure high quality, customer focussed delivery mechanisms.
- Support a portfolio of developing innovation and enterprise related activity - leading on relationship management, communicating effectively with colleagues, and facilitating other expert advice (e.g., IP and related legal issues) to successfully design, negotiate and deliver large-scale projects.
- Represent the department by speaking at internal and external events, including developing and delivering presentations and participating in enterprise-related workshops and seminars.
- Resolve issues affecting submission of commercial proposals or delivery of university-wide enterprise projects within faculties.
- With training and where relevant, help develop the University's portfolio of commercial Intellectual property.
- Undertake such other duties as determined from time to time by the Director of Innovation and Enterprise.

Under the guidance of the Director of Innovation and Enterprise, you will:

- Lead on the development of student enterprise and entrepreneurship for students and others wishing to start their own businesses. This involves developing a range of student enterprise activity in line with the University strategic plan to deliver an enhanced student experience, and growing the regional economy.

Additional requirements

Example of HERA Competencies for Grade 7 Roles

COMMUNICATION

The Role Holder communicates with staff and the public about basic subjects that require little further explanation. In addition, the Role Holder may also be required to receive, understand and convey information that needs more careful explanation or interpretation for others.

TEAM WORK AND MOTIVATION

The role holder is required to be supportive and encouraging of others in a team; help to build co-operation by setting an example and showing a flexible approach to delivering team results; contribute to building team morale as an active participant in the team. In addition, the role holder is required to clarify the requirements; agree clear task objectives; organise and delegate work fairly according to individual abilities; help the team focus their efforts on the task in hand and motivate individual team members.

LIAISON AND NETWORKING

The role holder is required to carry out standard day to day liaison using existing procedures in order to ensure dissemination of information in the right format to the right people at the right time; build relationships and contacts to facilitate future exchange of information. The role holder is required to participate in networks within the institution or externally in order to influence events or decisions; undertake active collaboration to pursue a shared interest. The role holder is required to initiate, build or lead internal networks; maintain relationships over time; establish communication channels for self or others to use in order to influence events or decisions; undertake active collaboration to pursue a shared interest. The role holder is required to initiate, develop or lead networks which

are external to the institution in order to ensure dissemination of information in the right format to the right people at the right time; build relationships and contacts to facilitate future exchange of information.

SERVICE DELIVERY

The role holder is required to deal with internal or external contacts who ask for service or require information; create a positive image of the institution by being responsive and prompt in responding to requests and referring the user to the right person if necessary. Contact is usually initiated by the customer and typically involves routine tasks with set standards or procedures. In addition, the role holder is required to deal with internal or external contacts where the service is usually initiated by the role holder, working within the institution's overall procedures or policies; AND OR understand and explore customer's needs; adapt the service accordingly to ensure the usefulness or appropriateness and quality of service (content, time, accuracy, level of information, cost).

DECISION MAKING PROCESSES

The Role Holders own decisions have a moderate impact on the University. The role holder will also make collaborative decisions with others and play a role in contributing to others decisions. Outcomes of both types of decision making will also have a moderate effect on the University.

PLANNING AND ORGANISING RESOURCES

The role holder is required to plan, prioritise and organise their own work or resources to achieve agreed objectives. In addition, the role holder is required to plan, prioritise and organise the work or resources of self and others within own area on a daily, weekly or monthly basis; plan and manage small projects, ensuring the effective use of resources; receive information from and provide information to others to complete their planning; monitor progress against the plan.

INITIATIVE AND PROBLEM SOLVING

The role holder is required to solve standard day to day problems as they arise; choose between a limited number of options which have clear consequences, by following guidelines or referring to what has been done before; recognise when a problem should be referred to others. The role holder is also required to use initiative and creativity to resolve problems where the optimal solution may not be immediately apparent but has to be assessed by a process of reasoning, weighing up the pros and cons of different approaches; identify and assess practical options; break the problem down into component parts.

ANALYSIS AND RESEARCH

The role holder is required to establish the basic facts in situations which require further investigation and inform others if necessary. The role holder is also required to analyse routine data or information using predetermined procedures and gathering the information from standard sources; work accurately to complete the task precisely as specified.

For example, logging of IT or Health and Safety problems with the help desk. In relation to information analysis, the Role Holder should be making use of standard processes that will assist the analysis of information.

SENSORY AND PHYSICAL DEMANDS

The role holder is required to carry out tasks at a level which would require either learning certain methods or routines or involve moderate physical effort.

WORK ENVIRONMENT

The Role Holder is required to work in an environment which is relatively stable and has little impact on the role holder or the way in which work is completed.

For example, a stable office environment.

PASTORAL CARE AND WELFARE

The Role Holder is required to show sensitivity to those who may need help or, in extreme cases, are showing signs of obvious distress; initiate appropriate action by involving relevant people.

For example, basic low level understanding of staff who are disgruntled. The Role Holder will be aware of when situations are more serious and will then involve appropriately skilled people.

TEAM DEVELOPMENT

The role holder is required to advise or guide new starters working in the same role or unit on standard information or procedures. The role holder is required to train or guide others on specific tasks, issues or activities; give advice, guidance and feedback on the basis of their own knowledge or experience; deliver training. The role holder is required to carry out training or development activity according to the needs of the individual or group; identify current capabilities and future needs; define the performance standards required; identify appropriate developmental activity; assess the application of learning; give feedback and guidance on overall performance.

TEACHING AND LEARNING SUPPORT

The role holder is required to provide standard information or deliver teaching or training to introduce students or others who are new to the area to standard information or procedures. The role holder is required to provide standard information or deliver teaching or training to teach, train or facilitate development activities for individuals or groups on certain aspects or subjects within a particular academic discipline or specialism; monitor performance giving feedback and guidance; act as a catalyst for further development or learning.

KNOWLEDGE AND EXPERIENCE

The role holder is required to apply working knowledge of theory and practice, sharing this knowledge with others as appropriate; demonstrate continuous specialist development by acquiring relevant skills and competencies.

Person Specification

	Essential Criteria	Desirable Criteria	Evidence (Indicate where evidence will be assessed from)
Qualifications	<ul style="list-style-type: none"> • Educated to Degree level (or equivalent) with proven relevant experience in a similar role Or • An extensive track record of relevant work experience in a similar role 	<ul style="list-style-type: none"> • Postgraduate qualification and/or professional body membership 	<ul style="list-style-type: none"> • <i>Application Form</i>
Knowledge	<ul style="list-style-type: none"> • Substantial knowledge of innovation and enterprise funding opportunities such as student entrepreneurialism, IP protection, CPD, KTPs, Research collaborations or funded projects • Substantial knowledge of Intellectual property, preferably in Higher Education • Substantial knowledge of student enterprise activities, preferably in Higher Education 	<ul style="list-style-type: none"> • Knowledge of the South East Midlands and its enterprise agenda 	<ul style="list-style-type: none"> • <i>Application Form</i> • <i>Presentation</i> • <i>Interview and test</i>
Experience	<ul style="list-style-type: none"> • Account and customer management in a relationship-sales environment • Proven experience of developing high-value HE services – including identifying and developing business opportunities, commercial negotiation, submission of competitive proposals and successfully concluding deals • Financial costings and budgetary management • Experience of substantive bidding for and securing external funding • Substantial experience of leadership of people in various roles and disciplines, preferably in an HE environment. • Experience of employer engagement from an HE perspective 	<ul style="list-style-type: none"> • Working in or with higher education institutions • Experience of working with diverse teams and gaining the support of others to deliver new projects • Experience of networking and building relationships to deliver effective collaborations 	<ul style="list-style-type: none"> • <i>Application Form</i> • <i>Presentation</i> • <i>Interview and test</i>

Skills /abilities/ competencies	<ul style="list-style-type: none"> • Proven negotiating, influencing and diplomacy skills • Ability to think strategically and to contribute to policymaking • A sound understanding of the interface between academic and business communities • Excellent communication, presentation and interpersonal skills • Ability to co-ordinate a diverse, multi professional group of academic and support staff • Ability to implement strategy and drive change • Experience of income generation • Experience of external funding applications and management of successful funded projects 	<ul style="list-style-type: none"> • Good awareness of key issues, trends, opportunities and challenges in the higher education sector • Experience in commissioning, design and/or delivery of large EU, TSB or BIS funded projects 	<ul style="list-style-type: none"> • <i>Application Form</i> • <i>Presentation</i> • <i>Interview and test</i>
Personal Attributes	<ul style="list-style-type: none"> • Commitment to the mission of the University and its relation to applied research and capacity-building enterprise • Flexibility of approach in working across teams • Preparedness to take responsibility for objectives that are collaboratively developed and shared • Ability to be part of a team 		<ul style="list-style-type: none"> • <i>Presentation</i> • <i>Interview test</i>