

# JOB DESCRIPTION

<b>Vacancy reference:</b>	SRF43153
<b>Post Title:</b>	Business Engagement Officer
<b>Grade:</b>	Grade 6
<b>School/Department:</b>	Knowledge Transfer Centre
<b>Reports to:</b>	Business Relationship Manager
<b>Responsible for:</b>	N/A

## Purpose

Provide operational support for our engagement with business from first contact to ongoing relationships, and manage a number of key business engagement initiatives and networks in order to realise the impact of our academic knowledge and skills through business engagement and commercialisation.

## Main duties and responsibilities

- To work in collaboration with the Business Relationship Managers (BRMs) to develop and manage a range of relationships with academics, colleagues in other professional services and external stakeholders such as businesses, public and third sector organisations.
- To maintain information about our business engagement portfolio by monitoring progress and capturing successes for use in reporting and marketing and communications.
- To manage the Front Door Initiative to effectively and in a timely manner assess and prioritise enquiries to the Knowledge Transfer Centre. Ensure all external clients receive an excellent experience working with the University, even where we are not able to help directly. You are responsible for:
  - Responding to all enquiries using our triage process, sign-posting where appropriate and engaging with BRMs on next steps.
  - Providing monitoring data on how the 'Front Door' is operating.
  - Taking a lead on developing best practice approaches to triaging enquiries and approaches to marketing and communications promotional activity with key stakeholders.
- To triage and manage new queries received to the Consultancy Service in accordance with the KTC service level agreement. You are responsible for:
  - Managing new enquiries.
  - Reviewing completed Consultancy Permission forms.
  - Capturing relevant data for reporting purposes.
- To co-ordinate the delivery of initiatives (e.g. the Young Entrepreneur's Scheme) to support business engagement activity across the University. This will require project management of the initiatives, organisation of internal and external meetings, and promotion of initiatives and related events both internally and externally.
- To co-ordinate and manage key business-facing networks, the Thames Valley AI Hub and Thames Valley Built Environment Hub in partnership with the Network Directors. Be responsible for managing social media channels, event planning, delivery and assessing the impact of the Networks and associated events.

- To work with the BRMs and other key stakeholders to identify and prepare content to be used in media and communication channels that demonstrate business engagement, for example, collating information for case studies, blogs and interviews.
- Other relevant activities as defined by line manager and the Head of Business Relationships and Commercialisation.

### **Supervision received**

The role will be managed by a Business Relationship Manager (BRM) but will be expected to work independently without the need for close supervision.

### **Supervision given**

The post-holder will have no direct responsibility for supervising the work of others. However, given the nature of the role, you will be responsible for coordinating initiatives and inputs from a range of stakeholders both internal and external to the University.

### **Contact**

You will work closely with Business Relationship Managers (BRMs), academics from across the institution, Professional Services colleagues and a range of business contacts and funders.

### **Terms and conditions**

The post will mainly be conducted during normal office hours. However, on occasion the role may require work outside these hours. No overtime is payable. You will be based in the Knowledge Transfer Centre, Whiteknights Campus and may be required to spend time at other locations across the UK for events etc.

This document outlines the duties required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

**Date assessed: September 2022**

# PERSON SPECIFICATION

Job Title	School/Department
Business Engagement Associate	Research Services

Criteria	Essential	Desirable
<b>Skills Required</b>	<ul style="list-style-type: none"> <li>• Able to develop and manage relationships with internal and external stakeholders demonstrating strong skills of stakeholder engagement, communication, consultation, negotiation and influence;</li> <li>• Strong planning and organisational skills with ability to successfully plan and organise meetings and events;</li> <li>• Able to manage and effectively prioritise own workload (managing competing demands) to ensure successful delivery;</li> <li>• Effective oral and written communications skills, demonstrating authenticity and ability to present concepts with confidence to a range of audiences and to collate, shape and critically review a range of written material;</li> <li>• Able to work effectively within a team and/or Network to achieve collaborative targets;</li> <li>• Pragmatic, logical, proactive problem-solver.</li> </ul>	
<b>Attainment</b>	<ul style="list-style-type: none"> <li>• Good first degree or equivalent;</li> <li>• Excellent IT skills (MS Office).</li> </ul>	<ul style="list-style-type: none"> <li>• Higher degree or business related qualification.</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Awareness of the challenges and opportunities facing the HE sector &amp; current landscape;</li> <li>• Good understanding of knowledge exchange and impact from both an academic and business perspective;</li> <li>• Good understanding of successful marketing and communications.</li> </ul>	
<b>Relevant Experience</b>	<ul style="list-style-type: none"> <li>• Experience working with academic staff and/or business research &amp; development teams;</li> <li>• Experience of developing and managing relationships with a wide range of internal and external stakeholders at all levels;</li> <li>• Experience of project co-ordination.</li> </ul>	
<b>Disposition</b>	<ul style="list-style-type: none"> <li>• Highly motivated with an enquiring mind;</li> <li>• Good judgement with the confidence to take initiative when required and take responsibility for decisions where appropriate;</li> <li>• Collaborative and consultative;</li> <li>• Adaptable, flexible, resilient and open to change.</li> </ul>	

Completed by: Dr Carol McAnally

Date: 13/9/22