

JOB DESCRIPTION

Vacancy reference:	SRF26429
Post Title:	Business Relationship Manager
Grade:	Grade 7
School/Department:	Knowledge Transfer Centre
Reports to:	Senior Business Relationship Manager

Purpose

The Knowledge Transfer Centre establishes and manages collaborations with companies and other external partners on behalf of the University of Reading. The Business Relationship Managers (BRM) are each responsible for managing a portfolio of relationships and developing new collaborations in order to expand and diversify the economic and societal impact of University of Reading's research and our stakeholder relationships. Each BRM leads on a specific area of the KTC's activities and will perform responsibilities in addition to this job description, as outlined in the further particulars document.

The University is in the process of developing new Innovation and Commercialisation strategies, and this role represents an opportunity to help shape the direction of the team. The nature of this role means the BRM team are able to actively shape and influence our approach to engaging with external partners. As a result, this makes the role attractive to individuals keen to work with considerable autonomy, and with the ability to shape ideas and concepts where there may be limited direction.

Main duties and responsibilities

- Provide the strategic lead for KTC activities relating to one of the University's five Research Themes.
- Actively develop and maintain relationships with academics to promote, identify and manage opportunities for engagement and collaboration with external partners. This includes supporting academics with no or limited experience of engaging with external partners.
- Generate new leads, maintain a pipeline of potential collaborations and proactively manage the development of successful collaborations and longer-term partnerships, to support the University's engagement and impact agendas.
- Lead the development of collaborative projects, guiding partners in scoping projects and managing the submission of funding applications, in order to grow the University's portfolio. This will include managing the generation, development and preparation of successful Knowledge Transfer Partnership proposals.
- Manage engagement between project partners and lead teams through challenges encountered, acting as the expert adviser within the relationship. This will include working with colleagues across the University to manage IPR, contract negotiation and finance related matters.
- Manage a portfolio of active projects and relationships, providing high levels of relationship and project management support.
- Managing a portfolio of selected Impact projects within your supported theme, working closely with academics and other professional support colleagues to ensure impact is maximised.

- Deliver exceptional levels of service to ensure existing and potential partners have an excellent experience dealing with the University. This will include:
 - Actively managing leads so potential collaborations are appropriately progressed;
 - Seeking opportunities to develop new collaborations;
 - Maintaining a clear overview of current and emerging funding opportunities;
 - Signposting to colleagues in other departments or organisations where appropriate.
- Support University initiatives and, where agreed, external opportunities to enhance knowledge exchange and business engagement opportunities including appropriate ventures that complement business engagement activities within the University.
- Other relevant activities as defined by the Senior Business Relationship Manager and/or Head of KTC.

Supervision received

You will report to the Senior Business Relationship Manager.

Supervision given

You will have no direct supervisory responsibilities within the Knowledge Transfer Centre. However, you will be required to support and manage project teams to ensure the successful delivery of projects.

Contact

You will work closely with other members of the Knowledge Transfer Centre and Research and Enterprise Services.

This role will require developing and maintaining relationships with a range of internal and external contacts and stakeholders at all levels. This will include liaising with senior business managers, senior academics and key contacts within other University departments.

Terms and conditions

Full time and fixed term due to the nature of the funding. 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.

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: 2nd March 2017

PERSON SPECIFICATION

Job Title	School/Department
Business Relationship Manager	Knowledge Transfer Centre

Criteria	Essential	Desirable
Skills Required	<ul style="list-style-type: none"> • Confident shaping and developing approaches based on concepts, and able to trial innovative approaches to ensure successful delivery • Able to manage and motivate project teams • Excellent relationship building, communication and networking skills • Able to influence decision making at senior level and without direct authority • Excellent negotiation skills • Experience researching and securing new business contacts • Capable of developing and maintaining excellent working relationships with people at all levels within diverse organisations • Able to take ownership of tasks and act independently in light of shifting priorities • Able to quickly identify and prioritise needs of individuals within teams and develop approaches to achieve positive outcomes and harmonious relationships • Able to proactively manage relationships, deliver successful outcomes and meet targets • Able to work effectively, prioritize workloads and meet tight deadlines under pressure whilst providing a professional and supportive service • Able to work effectively within a team of peers with responsibility for coordinating and influencing activity of others to ensure targets are achieved • Able to find creative solutions and deliver successful outcomes 	<ul style="list-style-type: none"> • Experience managing successful programmes and projects • Ability to support teams in translating real business problems into realistic project plans
Attainment	<ul style="list-style-type: none"> • Good first degree or equivalent • Excellent IT skills 	

Knowledge	<ul style="list-style-type: none"> • Familiarity of relevant funding streams e.g. KTP • Experience supporting development of successful funding proposals • Experience developing and maintaining successful partnerships • Understanding of the Impact agenda within Higher Education 	<ul style="list-style-type: none"> • Understanding of Higher Education culture and commercial drivers • Knowledge of motivations and drivers in business • Direct experience of the KTP programme or other Innovate UK funding streams
Relevant Experience	<ul style="list-style-type: none"> • Experience developing and maintaining successful relationships between partners from different sectors • Understanding of effective practice in industry-academia collaboration • Demonstrated success negotiating, developing and securing new business • Demonstrated ability in managing multi-component projects to successful delivery 	<ul style="list-style-type: none"> • Experience working with industry • Experience working with academic staff
Disposition	<ul style="list-style-type: none"> • Highly motivated and committed • Innovative with a creative approach to problem solving, particularly when dealing with areas of ambiguity • Proactive and focussed on delivering excellent service • Professionalism, tact and diplomacy • Collaborative and consultative, but decisive when necessary • Self-motivated and able to manage several projects simultaneously • Able to view the bigger picture, while maintaining attention to detail • Able to work calmly and effectively under pressure and to deadlines – both in a team and independently • Adaptable 	
Other	<ul style="list-style-type: none"> • Able to motivate and direct others • Pragmatism, enthusiasm, reliability, resourcefulness and flexibility • Access to transport for off-site meetings etc. • Able and willing to take the initiative and pursue an idea from inception to implementation 	
Completed by: Dr Susan Matos Date: 12 th October 2018		