

JOB DESCRIPTION

Vacancy reference:	SRF43935
Post Title:	Business Relationship Manager
Grade:	Grade 7
School/Department:	Research Services
Reports to:	Director of Research Services

Purpose

The Business Relationship Manager is a key member of the University with the purpose of driving forward business-led collaborations, knowledge exchange and commercialisation opportunities across a range of divisions within the Environment Research Theme. The position sits within the Knowledge Transfer Centre (KTC), part of the Research Services Function, with responsibility for assisting researchers with building non-academic collaborations, connecting external stakeholders with our academic community, and supporting a thriving innovation ecosystem.

Main duties and responsibilities

- Develop an in-depth understanding of the academic and research capabilities and areas of excellence within the relevant schools and departments and build relationships with key academics. Represent the KTC on the Environment Research Dean's Strategy Board to provide insight and advice on issues and opportunities related to knowledge exchange and commercialisation (KEC).
- Provide professional advice and support to researchers including on development of relationships with businesses, lead generation, operational aspects of relationship management, pipeline development (specifically growing and managing networks) and stakeholder engagement
- Act as Relationship Manager between the University and a range of external stakeholders including business, public sector and charities. Design and deliver a range of structured knowledge exchange activities by supporting innovative ways to overcome barriers, solve practical problems, connect the right people and drive forward projects with a swift route to deliver mutually beneficial results.
- Manage a portfolio of industry-led collaborative projects, including Knowledge Transfer Partnerships, across the project life cycle – from development to delivery. As project manager, you will be responsible for leading the development of a collaborative project, guiding partners in scoping and writing the project, and working with colleagues across the University (including the KTP and research development teams) to ensure project submission and post award aspects are managed appropriately.
- Drive forward the commercialisation of academic research by working collaboratively with academic and other professional services colleagues, in particular the IP and Licencing Manager, to develop and deliver appropriate commercialisation strategies for a range of opportunities.
- Build contextual knowledge of the UK and the region's innovation landscape, key stakeholders and business environment in relevant policy and funding. Provide briefings for senior management and academic colleagues attending relevant meetings and events.

- Build good working relationships with professional services colleagues from across the University that includes Research Services, Careers and Legal Services to ensure that new collaborative opportunities are progressed in a timely manner.
- Stimulate awareness of the importance and opportunities afforded by KEC activities, and encourage an innovative and entrepreneurial culture within the University.
- Embed best practice and high standards in KEC practices at the University by proactively engaging with the professional bodies e.g. PRAXIS and colleagues in other HEIs by attending relevant seminars and training.
- Work with relevant professional colleagues, to design, implement and review the strategy, processes and policies required for effective management of current and new KEC activities. Ensure full record keeping ensuring accurate project reporting and production of general management information.
- Other relevant activities as defined by the Director of Research Services

Supervision received

You will report to the Director of Research Services. Regular guidance meetings will be held to discuss workflows and work planning and to review post holder's responsibilities, portfolio of active projects, general issues arising in performance of duties and ongoing support and professional development requirements.

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, Research Services and Legal Services Department. This role will require developing and maintaining relationships with a range of academic staff and liaising with non-academic stakeholders which includes businesses, public sector and charities.

Terms and conditions

Full time and fixed term until 30th April 2024 (to cover maternity leave). The post will mainly be conducted during normal office hours. However, on occasion the role may require work outside these hours. It is expected that the post holder will be in the office 2 days a week as a minimum.

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:

PERSON SPECIFICATION

Job Title	School/Department
Business Relationship Manager	Research Services

Criteria	Essential	Desirable
Skills Required	<ul style="list-style-type: none"> • Strong team player and ability to motivate others • Experience managing successful initiatives, projects and programmes • Confident shaping and developing processes and procedures, and able to trial innovative approaches to ensure successful delivery • 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 • Able to manage relationships proactively, deliver successful outcomes and meet targets • Able to work effectively, prioritise 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 achieve targets 	<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"> • Strong background knowledge of knowledge exchange and 	<ul style="list-style-type: none"> • Knowledge of motivations and drivers in business.

	<p>commercialisation policy and funding landscape</p> <ul style="list-style-type: none"> • Understanding of Higher Education culture and drivers, and the need to operate within the scope of the University's charitable objectives • Awareness of knowledge exchange activities and commercialisation services including funding 	<ul style="list-style-type: none"> • Direct experience of the KTP programme or other Innovate UK funding streams
Relevant Experience	<ul style="list-style-type: none"> • Experience of working in a Higher Education environment • Experience of working with business/commercial environment • Experience developing and maintaining successful relationships between partners from different backgrounds • Proven track record of setting-up and managing a portfolio of knowledge exchange and/or commercialisation initiatives in particular funding applications • Understanding of effective practice in industry-academia collaboration • Experience of process development and improvements to ensure best practice • Demonstrated success negotiating, developing and securing new opportunities • Demonstrated ability in managing multi-component projects to successful delivery 	
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 	

	<ul style="list-style-type: none"> • 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 Carol McAnally	Date: 21/1/2022
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