Post Details		Last Updated:	June 2025
Faculty/Administrative/Service Department	Research, Innovation & Impact (RII)		
Job Title	Consultancy Manager		
Job Family	Professional Services	Job Level	4
Responsible to	Head of Innovation and Impact		
Responsible for (Staff)	None		

Job Purpose Statement

The Consultancy Manager will serve as the primary point of contact at the University of Surrey for all matters relating to Consultancy, ensuring the delivery of a high-quality consultancy service to academic colleagues and external partners. They will play a key role in expanding the portfolio from £1.5M pa to >£2M in 2025/26.

The post holder will provide pre and post award project management to the RII Consultancy portfolio, including support to ensure projects are fully scoped and to provide specialised financial and contractual support. They will deliver effective, efficient and accurate portfolio management, ensuring process optimisation. The post holder will be responsible for preparing case-studies and reports on consultancy to fulfil internal and external reporting requirements and for supporting relationship management and identification of further collaboration opportunities.

Key Responsibilities

1. Lead the project management of the Consultancy portfolio of projects, providing advice and guidance to academics, professional services staff, and external organisations from initial scoping, costing and pricing negotiations, through to delivery and completion; ensuring that all necessary due diligence and approvals are in place.
2. Take ownership of preparing standard University contracts and securing appropriate approvals, while coordinating with the Legal team to initiate the drafting of bespoke agreements as needed.
3. Gather and evaluate feedback on consultancy projects, create case-studies, and provide reports for returns such as HEBCIS, ensuring data capture processes are continually enhanced to meet internal and external funder reporting requirements.
4. Contribute to the development of client relationship building and proactively identify further collaboration opportunities.
5. Develop and maintain consultancy guidance documents including videos and lead the delivery of internal training sessions and workshops on consultancy.
6. Provide training and support to RII professional services colleagues to enable effective backfill, when required, to process consultancy requests, ensuring seamless and efficient service delivery to academic staff and external organisations.
7. Continuously review and improve consultancy systems and processes, in line with University policies, to drive efficiency and consistency, and streamline and optimise the management of consultancy.

N.B. The above list is not exhaustive.

All staff are expected to:
- Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
- Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
- Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
- Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
- Undertake such other duties within the scope of the post as may be requested by your Manager.
- Work supportively with colleagues, operating in a collegiate manner at all times.

Help maintain a safe working environment by:
- Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
- Following local codes of safe working practices and the University of Surrey Health and Safety Policy.

Elements of the Role

Planning and Organising
- The post holder will work within internal guidelines, processes and procedures with minimum day-to-day supervision. The post holder will be responsible for ensuring that the administrative processes are in place, in particular financial and contractual, and for identifying and implementing improvements to maintain efficiency. Within the scope of the project management activity, the post requires preparation, reporting and analysis of assigned projects under the supervision of the Head of Innovation.
- The post holder should apply initiative when managing their workload, including medium and short-term priorities and when responding to any conflicting demands.

Problem Solving and Decision Making
- The post holder will lead on the project management and administration of the Consultancy portfolio from scoping to completion and will provide project management expertise for the development and delivery of such projects. The key responsibilities of the role therefore will be to ensure effective, efficient and accurate financial, contractual and administrative operations of consultancy projects and to provide project management support and capacity-building guidance to academics and companies.
- The post holder will be expected to use initiative and judgement to address and resolve more complicated problems and issues, only seeking advice from the Head of Innovation for the most complex issues.

Continuous Improvement
- The post holder is expected to identify and make recommendations for improvements to the head of Innovation in relation to the current project management/administration/financial support processes and systems for consultancy, in order to ensure the smooth running of the teams' service. They are expected to take a pro-active approach to identify ways to address and implement improvements under the guidance of the Head of Innovation, where appropriate.

Accountability
- This role is very much about the successful management, and co-ordination of multiple, consultancy project requests in relatively short timeframes, frequently working to tight deadlines. Therefore, the post holder must operate flexibly and react positively to changing circumstances and requirements. They are expected to use initiative and judgement to address and resolve more complicated problems and issues, referring the most complex issues outside of the remit of their role, to their line manager.
- As a client-facing position, the post holder is expected to establish and maintain professional working relationships with both internal and external clients. A confident oral and written communication style is essential in order to provide support to clients, academics and research groups on consultancy and knowledge transfer matters.

Dimensions of the role
- The post holder should ideally be a confident user of systems such as Worktribe and Agresso and must pay particular attention to detail.
- The post holder will be presented with a variety of project management, contractual and finance-related issues, where the most appropriate course of action will be a matter of choice, influenced by prior exposure or experience. Although the role is covered by standard instructions and procedures, as well as financial and contractual regulations, there will be latitude to alter the sequence of procedures, based on varying situations encountered.
- The post holder will frequently experience more unusual queries or issues, where there is no formal guidance or trouble shooting. In these cases, the post holder is required to interpret past precedents

and apply their judgement to determine an appropriate course of action, or where resolution is not straightforward to refer the matter to their line manager for guidance/resolution.

Supplementary Information

- University income increasingly depends on proactive business and industry collaboration by universities. This trend will continue with Government focus on the need to remain globally competitive and with universities regarded as fundamental engines of economic growth. UK Universities are expected to demonstrate tangible contribution to this economic growth through innovation, investment matching, and consequential job creation.

Person Specification

Qualifications and Professional Memberships	
Degree, HND, NVQ 4 qualified or equivalent in relevant subject/relevant formal training, plus a number of years' experience in similar or related roles. Or: Significant vocational experience, demonstrating development through involvement in a series of progressively more demanding relevant work/roles, and the acquisition of appropriate professional or specialist knowledge	E

Technical Competencies (Experience and Knowledge)	Essential/ Desirable	Level 1-3
Proficient IT skills, with practical experience using Microsoft Office applications including Word, Excel, PowerPoint, and Outlook	E	3
Strong numeracy skills	E	3
Experience in project management of a complex portfolio of projects, including the financial and contractual administrative aspects of project management	E	2
Understanding of how to facilitate academic-industry collaborations	E	2
Experience in scoping and co-writing business-led research and innovation applications	D	2
Experience in using Worktribe and Agresso	D	2
Experience of either the FE or HE sector	D	n/a

Special Requirements:	Essential/ Desirable
Must be prepared to travel to off-site clients and work outside normal hours when required	E

Core Competencies	Level 1-3
Communication	3
Adaptability / Flexibility	3
Customer/Client service and support	3
Planning and Organising	3
Teamwork	3
Continuous Improvement	2
Problem Solving and Decision Making Skills	3
Creative and Analytical Thinking	2
Influencing, Persuasion and Negotiation Skills	3
Strategic Thinking & Leadership	3
Leadership / Management	n/a

This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.

Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose.
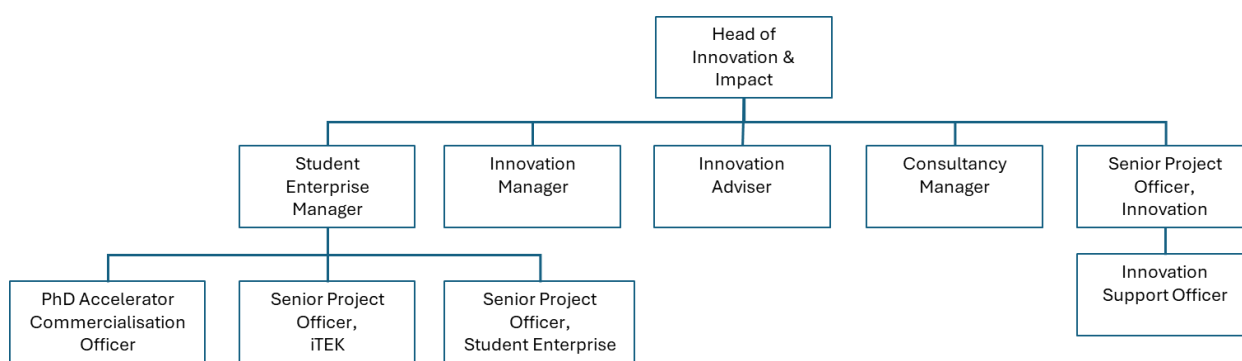
Organisational/Departmental Information & Key Relationships

Background Information

The RII division supports the research and innovation activity across the University. Support teams are based in faculties and as part of an RII Office. The focus of the RII division is on excellence, assurance and operations. Teams support the lifecycle of research and innovation, supporting funder visits, finding opportunities, bidding and award through to demonstrating outcomes and impact (working closely with colleagues across other professional services, including the Technology Transfer Office, Central Finance, Research Finance, and the Surrey Innovation District).

The Innovation and Impact team is part of the RII Office. The team support the University research and business communities to accelerate business collaboration, supporting the University to maximise impact and generate income, and enabling businesses to innovate and grow.

Department Structure Chart

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                          Head of
                        Innovation &
                          Impact
     ┌──────────┬──────────┼──────────┬──────────────┐
  Student    Innovation  Innovation  Consultancy   Senior Project
 Enterprise   Manager     Adviser     Manager       Officer,
  Manager                                           Innovation
     │                                                  │
                                                    Innovation
  ┌──────┬──────────┐                              Support Officer
 PhD      Senior    Senior
Accelerator Project  Project
Commercialisation Officer, Officer,
 Officer   iTEK    Student
                  Enterprise
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Relationships

This post will require extensive communication and coordination with a wide range of academic and professional services colleagues and business partners.

Internal
- RII Senior Management and teams, including Faculty Research & Innovation Offices
- Institute for Sustainability Innovation Hub
- Colleagues working in innovation related roles
- Office of Pro-Vice-Chancellor, Research & Innovation (PVCRI)
- Professional Services departments
- Associate Deans (Research & Innovation), Heads of Departments/Centres, Faculty project support staff, Faculty Research & Innovation Managers

External
- Various external partners and government bodies/agencies
- External suppliers for booking or ordering goods and services