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| **Post Details** | **Last Updated: 10/05/2019** | | | |
| **Faculty/Administrative/Service Department** | Partnerships | | | |
| **Job Title** | Industry Partnerships Manager – Arts and Social Sciences | | | |
| **Job Family** | Professional Services | Level | 5 | |
| **Responsible to** | Director – Research Strategy & Director – Innovation Strategy | | | |
| **Responsible for (Staff)** | N/A | | | |
| **Job Purpose Statement**    To work within the University’s Partnerships team, managing and developing the University’s key strategic relationships with industrial and governmental partners working specifically with the Faculty of Arts and Social Sciences.  The role will strengthen existing collaborations and translate new relationships into strategic partnerships. The post holder will have a specific responsibility for working with the Creative Industries but will also be expected to work with other sectors in furthering the University’s partnership objectives. | | | | |
| **Key Responsibilities** This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum) | | | | |
| 1. Act as service provider to Faculty of Arts and Social Sciences within the Partnerships team: identifying, securing and growing collaborative research income. 2. Identify and establish new collaboration opportunities; lead the development of partnership strategies for major academic Centres / strategic projects within the Faculty of Arts and Social Sciences 3. Develop a strategy for developing the University’s relationship with key industry sectors, specifically, but not exclusively, with the Creative Industries. . 4. Represent and promote the University externally; establish and maintain relationships at senior management and Board levels. 5. Ensure the University’s strategies and targets for Partnerships reflect the opportunities of UK and International priorities and ae constructed with due consideration to the priorities of key national and regional Partners such as the Creative Industries Council, County and Borough Councils and the LEPs. 6. Key account management of industry partners and stakeholder relationships (matching needs and challenges to the University’s research themes and capabilities). 7. Work across functions and Departments to contribute to the development of proposals, oversee collaboration agreements, leverage networks, and cross-sell. 8. Liaise with University academic colleagues and external partners on complex matters including IP, commercially sensitive objectives, the political landscape and emerging technology/service trends. 9. Lead the organisation of events, workshops etc. aimed at developing relationships.   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 the University’s 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 other duties within the scope of the post as requested by the line manager. * Work supportively with colleagues, operating in a collegial 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**  This section outlines some of the key elements of the role, which allow this role to be evaluated within the University’s structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role. | | | | |
| **Planning and Organising**   * The post holder will develop and maintain a strategy of engagement for Faculty of Arts and Social Sciences. * The post holder will develop and maintain a strategy for securing income from industry, government departments and the third sector for targeted groups within Faculty of Arts and Social Sciences. * The post holder will pro-actively develop and co-ordinate plans aligned with the overarching strategies including the establishment of the targets and milestones necessary to ensure delivery. * The post holder will maintain an understanding of the wider funding environment, and specially with the Creative industries, and will be responsible for horizon scanning to identify changes in the environment which may impact on strategy and to identify funding opportunities. * An ability to rapidly understand the perspectives of external organisations is fundamental to the role. * To deliver the strategy, the post holder will be responsible for building strong links with academic colleagues using a supportive and facilitative approach. Academics are typically the primary means of delivering unique value to partners. * The post holder needs to be able to prioritise activities and plan their work often based on externally imposed hard deadlines. | | | | |
| **Problem Solving and Decision Making**   * The post holder will be expected to take decisions on how best to promote the University’s strategic objectives and achievements with key partners and to creatively develop the partnership in constructive and mutually beneficial ways. * The post holder will need to apply strategic judgment to their work taking into both account wider university activities (including the work of other Industry Partnership Managers) and the sometimes conflicting priorities and interests of partner organisations and other teams within the University. * Within the framework of University policies, processes and levels of delegation, the post holder will be expected to operate with autonomy - owning decisions on how best to develop new partnerships and to showcase the University’s research achievements with key partners. * The role may frequently involve being part of rapid decision making and re-deployment of key resources in order to engage with major initiatives. The ability to maintain a complex web of internal and external relationships is a major part of the role. * The post holder will need strong analytical skills for example when considering internal capabilities, assessing funding opportunities and developing options to further the engagement strategy. * The role requires influencing skills such as the need to tailor content and communication to the audience and to be able to adapt as situations change within negotiations and/or workshops. | | | | |
| **Continuous Improvement**   * The post holder will be expected to identify opportunities for improving the University’s engagement processes and approaches to relationship management. Based on their knowledge and experience they should aim to identify best practice in the organisations with whom they interact and then share that with colleagues. * They will be expected to continually build and update their networks and contacts especially in, but not restricted to the Creative Industries and related sectors * On a personal level, they will be expected and encouraged to consistently strive for improvement in their skill set and will be supported to do so through appropriate channels. | | | | |
| **Accountability**   * The post holder will contribute to building the University’s brand and reputation by ensuring that all partners have a genuine, authentic and positive impression of the University. The majority of interactions will occur at a senior level within the partner company and the post-holder’s dealings must reflect values of honesty and integrity at all times, including when ‘bad news’ needs to be communicated. * The post holder will take ownership for the delivery of specific targets, milestones, opportunities and initiatives within their portfolio and for seeing them through to an ultimate outcome, either by their own direct efforts or by overseeing delivery in collaboration with other parts of the organisation. * The post holder will be responsible for building a portfolio of relationships within the Faculty of Arts and Social Sciences and in the relevant sectors, * The following metrics represent the key performance indicators:  1. % increase in industry research income 2. % increase in number of industrial partners 3. Reputational gain for the University and its partners. | | | | |
| **Dimensions of the role**   * The University has developed a Corporate Strategy and a supporting Research and Innovation Strategy covering the period to 2022. This has ambitious targets for growing the University’s research and innovation portfolio. Partnerships with business and other external organisations is critical in enabling those ambitions to be achieved. * The University is comprised of three faculties; each with an Associate Dean (Research and Innovation). Opportunities and relationships in some relevant sectors e will span all three faculties. * The University has approx. 650 research staff. The post holder is likely to have direct contact with academic staff, in particular Theme Champions, research directors, Associate Deans (Research and Innovation) during any given period through development of strategy, delivery plans and bid applications. * The UK Government’s funding strategy for research and innovation will shape many, but not all, of the opportunities available. In this respect, the Industrial Strategy and the Global Challenges Research Fund represent an important frame within which the post holder will need to work. * The University’s specific research and innovation priorities will change over time and in response to the funding opportunities available and flexibility will therefore be a necessary requirement of the post holder. * The role requires strong, confident and pro-active oral and written communication in order to deal credibly with both senior clients and senior academic colleagues across a range of University departments. | | | | |
| **Supplementary Information** | | | | |
| **Person Specification** This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role. | | | | |
| **Qualifications and Professional Memberships** | | | |  |
| Professionally qualified with a relevant degree/postgraduate qualification, plus significant relevant market/sector awareness  OR  Extensive vocational and strategic management experience demonstrating professional development through involvement in a series of progressively more demanding and influential roles. | | | | E |
| Membership of a professional body | | | | D |
| **Technical Competencies (Experience and Knowledge)** This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance). | | | **Essential/ Desirable** | **Level**  **1-3** |
| Experience of Corporate Account Management/Relationship Management in HE / industry R&D | | | E | 3 |
| Experience of working in Arts and Social Sciences, or related fields and/or with the Creative Industries | | | E | 3 |
| Experience of building collaborations, and growing income | | | E | 3 |
| Experience of working on tenders/contracts | | | E | 2 |
| Experience of negotiating at a senior level | | | E | 2 |
| Project Management skills | | | E | 2 |
| Experience of financial forecasting | | | D | 2 |
| **Special Requirements:** | | | | **Essential/ Desirable** |
| The post-holder will be required to work outside normal start and finish times on occasion. | | | | E |
| The post-holder will be required to attend events and meetings held off University premises and attend over-night stays as and when required. | | | | E |
| **Core Competences** This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade. | | | | **Level**  **1-3** |
| Communication  Adaptability/flexibility  Customer/client service and support  Planning and organising  Continuous improvement  Problem solving and decision making skills  Managing and developing performance  Creative and analytical thinking  Influencing, persuasion and negotiation skills  Strategic thinking  Leadership | | | | 3  3  3  3  3  3  n/a  2  2  2  2 |
| 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 holder 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  Collaboration is one of the University of Surrey’s major strengths and values. As a result, the University has become a key driver of economic growth with strong collaborative links with other academic institutions, public sector research establishments and major industry partners.  The Partnerships team at the University of Surrey has a remit to:   * Manage the strategy for growing institutional resources through the development of strategic partnerships * Lead engagement with national and regional governments, civic organisations and communities * Lead or play a key role in current and future major University projects   The Partnerships team is focussed on identifying, securing and growing collaborative research income. | | | | |
| Department Structure Chart  Director,  Innovation Strategy  Director,  Research Strategy  Industry Partnerships Manager – Health and Medical Sciences  Industry Partnerships Manager – Engineering and Physical Sciences  Industry Partnerships Manager – Engineering and Physical Sciences  **Industry Partnerships Manager – Arts and Social Sciences** | | | | |
| Relationships **Internal**   * Director Innovation Strategy * Director Research Strategy * Faculty Arts and Social Sciences academic and professional services staff * Surrey Research Park management team * Technology Transfer Office * Incubation & Enterprise * Doctoral College * Research and Innovation Services * Advancement * Surrey Business School   **External**   * Business leaders * Industry Bodies * Funders * National and local Government * Local Enterprise Partnerships (LEPs) * Charities | | | | |