

1 Advertisement

Post Title: Consultancy Services Manager

School/department Research & Enterprise / Innovation & Business Partnerships

Hours: Full time or part time hours considered up to 1FTE.

Requests for flexible working options will be considered (subject to business need).

Contract: Permanent

Reference: 8661

Salary: starting at £34,304 to £40,927 per annum

Placed on: 05 July 2022

Closing date: 19 July 2022. Applications must be received by midnight of the closing date.

Expected Interview date: To be arranged

Expected start date: To be arranged

University of Sussex is committed to developing new knowledge that challenges conventions and offers inspiring and creative ways to address global and local issues. As part of our strategic plan Sussex 2025 we set challenging new priorities for knowledge exchange starting in 2019/20 and are now recruiting a new team of knowledge exchange professionals including a Consultancy Services Manager to join our Innovation and Business Partnerships team and build on our successes.

The Consultancy Services Manager will manage the University's consultancy portfolio and promote a more compelling University offer to business and the public sector which better showcases the University's key areas of research strength. The Consultancy Services Manager will also assemble and promote the commercial hiring out of technical facilities and equipment.

Moving forward with a new Vice Chancellor about to take up her position, we are keen build on these achievements through further developing our capacity to extend our reach to businesses and civic society, as well through encouraging more academics to prioritise knowledge exchange as part of their career path. It is an exciting time to join Sussex and the Innovation & Business Partnerships team.

Please contact Kate Thorpe k.thorpe@sussex.ac.uk for informal enquiries.

For full details and how to apply see our [vacancies page](#)

The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.

2. The School / Division

University of Sussex is committed to developing new knowledge that challenges conventions and offers inspiring and creative ways to address global and local issues. As part of our strategic plan Sussex 2025 we set challenging new priorities for knowledge exchange starting in 2019/20.

Our priorities have been to:

- **Invigorate research-led business engagement:** We have stimulated a more entrepreneurial approach to research through supporting new channels of commercialisation. The pace of our spinouts has accelerated more than six fold compared to the previous 20 years and the University's IP portfolio has increased by one and half times for the same periods. Last year (2021/21) Sussex's thriving community of 115 graduate and staff businesses enjoyed a combined turnover of £32m – an increase of one and three quarters times the volume of trade compared to 2018/19. Together these businesses attracted external investment of nearly £32m last year (up by nearly 175% in two years) and they now support 470 jobs, providing employment for more than 150 people than two years ago.
- **Promote and support enterprising students and staff:** We have substantially increased our capability to embed entrepreneurial learning, engage students in extra-curricular entrepreneurship programmes and enabled graduate interns and student-led consultancies to create scalable opportunities to address real-world challenges. The appointment of a substantial dedicated in-house student enterprise team has seen our registered graduate start-ups still trading after three years increase by one third to over 30 over two years.
- **Strengthen Sussex's contribution to the economic, social and environmental vitality of our region:** We have re-focused on making an active contribution to driving the civic and economic fortunes of our region, working closely with partners to manage common challenges and co-create new, innovation-focused economic opportunities. Together with the University of Brighton and our incubator Sussex Innovation, we now offer comprehensive SME facing innovation programmes across Brighton & Hove, East and West Sussex – funded through the Local Enterprise Partnerships and the EU, where previously there were none. Our goal is to be an 'anchor' institution in the city region, making a difference to the business vitality, civic leadership and social wellbeing locally as well as on a global stage.

Please find further information regarding the school/division at <https://www.sussex.ac.uk/collaborate/>

3. Job Description

Job Description for the post of: Consultancy Services Manager

Department: Research and Enterprise Division

Section/Unit/School: Innovation and Business Partnerships

Location: Sussex Innovation Centre, Science Park Square, Falmer BN1 9SB/Hybrid

Grade: 7

Responsible to: Senior Business Partnerships Manager

Responsible for: No line management responsibility

The Consultancy Services Manager will support the development and delivery of the University's knowledge exchange activity, with a focus on income generation through a well managed, proactive consultancy services portfolio. The Consultancy Services Manager will manage, develop and drive the University's consultancy portfolio and the commercial hiring out of technical facilities and equipment, ensuring a prompt, responsive and agile service is delivered to academics and external clients.

The Consultancy Services Manager requires strong communication skills, attention to detail, commercial awareness and creativity that will allow them to provide expert support and guidance to both academic colleagues and external partners acting as the go to person for Consultancy projects at the University

PRINCIPAL ACCOUNTABILITIES

1. To work with business and academic colleagues from the School of Engineering and Informatics and the School of Mathematical and Physical Sciences to drive up external engagement, addressing the key challenges of the Knowledge Exchange Framework and meeting the University's ambitions for knowledge exchange
2. To work in a collegiate manner with the wider Knowledge Exchange Network at the University, feeding ideas in to strategy development, collating and sharing data on knowledge exchange activities and assessing bids for central funding
3. To work with colleagues to grow the Knowledge Transfer Partnerships (KTPs) portfolio and develop these relationships
4. To create new opportunities to broaden out and develop existing stakeholder relationships
5. To gain business investment in innovations across the University
6. To work with intellectual property (IP) colleagues to assist with research commercialisation
7. To promote the University's KE portfolio and achievements at networking and business facing events

KEY RESPONSIBILITIES

1. Strategy, Monitoring, and Reporting

- 1.1 Develop and produce a strategy and annual action plan, with recommendations, to maximise income generation for the growth of consultancy services – working in consultation with Schools, and Director of Innovation and Business Partnerships and DPVC (KE) - for adoption by the University's Research and Knowledge Exchange Committee
- 1.2 Prepare quarterly management reports on performance against the strategy and plans, including financial analysis
- 1.3 Embed a consistent approach to the academic approach, support for and recording of consultancy across the University to ensure that income is maximised for the purposes of the Knowledge Exchange Framework (KEF)
- 1.4 Develop and maintain an understanding of relevant contractual, legal and policy issues affecting university consultancy activity (e.g. state aid, VAT, Insurance)
- 1.5 Identify areas of strong performance and areas with potential for development of new consultancy services, benchmark performance with other Universities.

2. Business development, marketing, and communications

- 2.1 Identify, develop and promote the most marketable consultancy capabilities – taking into account capacity, interest and potential – working closely with Schools, interdisciplinary research groups and the PVC and DPVC (KE) on the themes that best represent the University's flagship R&D capabilities
- 2.2 Identify key markets and opportunities for consultancy and develop and deliver appropriate marketing and sales strategies / material and market the University's consultancy offers to targeted clients
- 2.3 Produce internal and external communications to promote and inform audiences about the University's capabilities and expertise, working closely with the University's Communications & External Affairs Division
- 2.4 Develop and deliver high quality professional presentations to internal and external audiences to promote the University's consultancy service offers and business propositions and represent the University's consultancy capabilities at external meetings
- 2.5 Build and maintain a repository of consultancy expertise and case studies for promotion on the University's website and for the KEF.

3. Customer Liaison and Management

- 3.1 Management client relationships to promote 'repeat business' and wider university-client interactions
- 3.2 Support academic staff in developing and maintaining relationships with potential and existing customers, including leading on negotiations with potential customers where appropriate
- 3.3 Ensure that the University provides excellent customer service / experience, by

establishing on-going / follow-on communication with customers

- 3.4 Use customer feedback to identify good / poor practice, and to establish standards of professional delivery.

4. Commercial consultancy contracts, policy, and processes

- 4.1 Review and update University's "External Professional Activity" policy in relation to consultancy to improve the University's focus on this activity, taking input from across the University and drawing on best practice from elsewhere (periodic review will be required)
- 4.2 Develop and maintain / support systems and processes for recording and monitoring consultancy activity, including internal approvals. Develop user-friendly guidance for University staff.
- 4.3 Develop and deliver a prompt, agile and responsive consultancy support service internally to academic stakeholders and externally to the University's consultancy clients, providing costing and pricing advice and relevant contractual / transactional support as necessary – and ensure consultancy contracts are progressed through central systems efficiently and contracted outcomes are delivered.

5. Systems

- 5.1 Operate established systems for managing the consultancy pipeline effectively and efficiently (eg costing software, project progress sheets, research finance system, research information systems, etc).
- 5.2 Ensure that consultancy agreements are channelled through the appropriate approval and authorisation protocols and that their status is correctly logged.

4. Person Specification

1. Strong contract negotiation and sales skills
2. Experience of initiating and concluding business transactions with companies and public sector bodies and at all levels of the organisation, including delivery of public presentations
3. Responsibility for budget construction and management
4. Use of project management techniques to maintain oversight of progress and identify risks and decision-making requirements
5. Ability to work on own initiative as well as as part of a team as required
6. Ability to work under pressure to manage a high volume of work to meet demanding deadlines ensuring high accuracy and delivery to high standards

ESSENTIAL ROLE-SPECIFIC CRITERIA

1. Ability to form credible professional relationships with a wide variety of internal and external clients
2. Ability to thrive in a team environment but able to work independently where necessary and to accept individual responsibility
3. Positive problem-solving skills with a client focus

DESIRABLE CRITERIA

1. Degree or equivalent qualification, or qualified by directly relevant experience
2. Developing commercial proposals and managing commercial contracts
3. Experience of working in higher education