UNIVERSITY OF SUSSEX

1 Advertisement

Research and Enterprise Services
Consultancy Manager
Permanent, full-time
Salary range: starting at £32,004 and rising to £38,183 per annum
Expected start date: asap

Applications are invited for this full-time post in Research and Enterprise Services, which is responsible for providing professional services and support for the University’s research and enterprise activities, including the commercial exploitation of the University’s intellectual property.

The post-holder will be based in the Research Development team which provides advice and professional support to the University’s academic staff in their pursuit of research and knowledge exchange funding. This post will support the growth of consultancy activity across the University, and deliver an excellent professional consultancy service for both academic and external customers.

This is a new role that will suit an enthusiastic individual with a strong business focussed track record. You will work with Schools to develop their consultancy strategies, and you will establish a “one-stop shop” providing tailored advice and professional support to academic staff looking to secure consultancy opportunities. You will market the University’s expertise to external customers and explore wider opportunities for cross-selling the University’s offerings.

The successful candidate will have a proven track record in sales and customer relationship management roles. It is also preferable that they have some experience of the Higher Education sector and an understanding of the role of consultancy in a University, as well as a sound understanding of contractual considerations in the provision of consultancy services.

You should have a marketing / business degree or equivalent, or be qualified by experience.

The role will occasionally involve travel (with overnight stays) to events and meetings.

Enquiries about this post can be made with:

Rossana Dowsett
E: R.L.Dowsett@sussex.ac.uk
T: 01273 889608

Closing date for applications: 06 March 2017
Interviews will be held week commencing: 27 March 2017

For full details and how to apply see www.sussex.ac.uk/jobs

The University of Sussex is committed to equality of opportunity

2. Senior leadership and management

The Vice-Chancellor (Professor Adam Tickell) is the senior academic officer and, as Chief
Executive, is responsible to the University Council for management of the University. He is supported by an executive group which includes the three Pro-Vice-Chancellors, the Registrar and Secretary, the Director of Finance and the Director of Human Resources. The Heads of the Schools of Studies at Sussex report to the Pro-Vice-Chancellors.

The Registrar and Secretary heads the Professional Services of the University. In addition, under the University Statutes, the Registrar and Secretary is Secretary to the University Council. The Director of Finance reports to the Vice-Chancellor. The Director of ITS reports to the Registrar and Secretary, and the Librarian reports to one of the Pro-Vice-Chancellors.

3. **Professional Services**

The Professional Services comprise approximately 750 staff divided into eleven main divisions. The budget is approximately £12m a year.

Reporting to the Registrar and Secretary, the Professional Services are organised as follows:

- Academic Registry
- Communications and External Affairs
- Development and Alumni Relations
- Health, Safety and Environment
- Human Resources
- Planning, Governance and Compliance
- Research and Enterprise
- Residential and Campus Services
- Student Recruitment and Marketing
- Student Services

The University's professional services also include the Finance Division, with the Director of Finance reporting to the Vice-Chancellor.

The professional services support within each of the eleven academic Schools of Studies is headed by a School Administrator who reports to their Head of School.

**RESEARCH AND ENTERPRISE SERVICES**

The University’s Research & Enterprise Services (see: [www.sussex.ac.uk/res](http://www.sussex.ac.uk/res)) is one of the main divisions of the Professional Services reporting to the Registrar and Secretary. It currently comprises five teams: the Doctoral School (PGR and Early Career researchers); Research Development (proposal support across all funders and mechanisms and aligned to the School structures); Research Finance (responsible for post-award grant administration); Contracts & IP (legal support and IP management); and Research Quality & Impact (assessment, quality assurance, and support for impact and research communication). It also provides dedicated support to the University’s Internal pump-priming initiatives via “Sussex Research”: see [http://www.sussex.ac.uk/staff/research/sussexresearch](http://www.sussex.ac.uk/staff/research/sussexresearch).

The post-holder will join the Research Development team (numbering 19) whose role is key in supporting the University’s ambitions for growing and managing its research and business
activity, including support for consultancy (this function currently supported across the core team but will move to the post-holder).

This is a new role that will have responsibility for supporting, managing, and growing the University’s consultancy portfolio (currently supported across the Research Development team). The establishment of a dedicated consultancy role will enable the University to provide a helpful and effective “one-stop shop” for internal and external enquiries, to encourage greater consideration and engagement by academic staff of consultancy opportunities, with the aim of growing this important stream of income, and increase the University’s engagement and visibility with the business sector, and other non-business sector commercial arms.

The role will be based in the first instance within Falmer House on the University campus (it is envisaged that as the role develops, a significant proportion of time may be spent at meetings and events both on and off campus, and at other University locations).

The post-holder reports to the Head of Research Development who is directly responsible to the Director of Research and Enterprise.

This is an exciting period in the delivery of the University’s research and knowledge exchange strategy, a key goal of which is to support a major increase in business sector engagement and income.

4. **Job Description**

   **Consultancy Manager**

   **Division** Research & Enterprise Services

   **Team** Research Development

   **Location** Falmer House, in the first instance

   **Grade** 7

   **Responsible to** Head of Research Development


**Purpose of the post:**

To support the growth of consultancy activity across the University, and deliver an excellent professional consultancy service for both academic staff and external clients. To establish a “one-stop shop” providing tailored advice and professional support to academic (and other) staff looking to secure consultancy opportunities, and to promote the service and consultancy opportunities to academic staff. To work with Schools to develop their consultancy strategies, to market the University’s expertise to external customers, and to negotiate consultancy terms.
Key Responsibilities:

1 **Strategy, Monitoring, and Reporting.**
   Develop and produce a strategy and annual plan for the growth of consultancy in consultation with Schools, for approval by the University’s Research and Knowledge Exchange Committee.
   Regularly provide management reports on performance against the strategy and plans, including financial analysis.
   Identify areas of strong performance and areas with potential, benchmark performance with other Universities, and identify potential threats.

2 **Business development, marketing, and communications.**
   Work with each of the Schools to audit and identify their consultancy capability, capacity, interest and potential.
   Identify key markets and opportunities for consultancy and develop and deliver appropriate marketing and sales strategies / material.
   In liaison with the University’s Communications & External Affairs Division, produce internal and external communications to promote and inform audiences about the University’s capabilities and expertise.
   Work with academic staff to prepare and deliver high quality professional presentations / business proposals.
   Build and maintain a repository of consultancy expertise, and case histories.

3 **Customer Liaison and Management.**
   Support relationship management activities with key external organisations and customers.
   Support academic staff in developing and maintaining their relationship with potential and existing customers, including negotiations with potential customers.
   Facilitate a target number of interviews / meetings with potential customers.
   Ensure that the University provides excellent customer service / experience, by establishing on-going / follow-on communication with customers.
   Establish yourself as the University’s key point of contact (“one-stop” shop), responding promptly to customer enquiries, and speedily resolving any issues that arise.
   Explore opportunities for repeat business / cross-selling (e.g. training).
   Use customer feedback to identify good / poor practice, and to establish standards of professional delivery.

4 **Commercial consultancy contracts, policy, and processes**
   Working with relevant R&E colleagues, review, develop, and implement the University’s “External Professional Activity” policy.
   Develop and maintain / support systems and processes for recording and monitoring consultancy activity, including internal approvals. Develop user-friendly guidance for University staff.
   Work with the Contracts & IP team to establish standard consultancy agreements with which to offer consultancy services to customers.
   Support academic staff in costing and pricing their consultancy activity.
   Produce standard offer letters / agreements (based on University templates), and assist academic staff in drafting professional schedules of work.
   Work with the Contracts & IP team to review bespoke customer agreements (where University terms are not accepted).
   Oversee the billing and closure of each provision.

5 **One-stop shop:**
Establish the role internally and externally as the University’s key point of contact - “one stop shop” - for consultancy advice and support.

6 **Systems.**
Proficient use of University software systems / bespoke spreadsheets, and file management systems in support of managing, tracking, and costing / pricing consultancy activity. For example, Costing & Pricing software, project progress sheets, research finance system, research information (reporting) system, etc. Ensuring that consultancy offers and agreements are channelled through the appropriate approval and authorisation protocols and that their status is correctly logged.

7 **Training and Development.**
Provide support to faculty through training and staff development activities such as workshops and events at individual level or School-wide. Develop a reference library of relevant materials and template business propositions, and provide user-friendly guidance on key aspects of engaging with customers, such as the delivery of key outputs and expert advice, and managing customer expectations. Meet new staff individually and support the relevant School(s)’ Directors of Research & Knowledge Exchange, in understanding the relevant policies and operational processes, and developing a consultancy strategy.

8 **Team Working.**
Liaise closely with the relevant R&E staff, in particular the Contracts & IP team, and members of the Research Development team and the Research Finance team, to ensure effective and co-ordinated approaches in support of each School’s consultancy plans. Assist with inductions / training for new team members. Work closely with other members of the Professional Services, as required.

9 **Other.**
Operation of relevant information systems to capture, manage and report on consultancy activity. Capture of full and accurate project information, enabling the generation of metrics for statutory and other external reporting (e.g. HESA, REF, HE-BCI), and for internal management reporting. Develop and maintain an understanding of relevant contractual, legal and policy issues (e.g. EU state aid, VAT, Insurance). Contribute to the regular review and development of internal procedures and systems. Engagement with appropriate professional bodies, and networks, as necessary. Any other duties as required.

This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or the level of responsibility entailed.

For an informal discussion about this post, contact Rossana Dowsett, Head of Research Development (01273 678238).
5. **Person Specification**

### KNOWLEDGE

<table>
<thead>
<tr>
<th></th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Research and knowledge exchange / transfer policy in the HE sector</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>An understanding of sales and marketing concepts, and the business sector</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>An understanding of the HE sector, University structures and decision making.</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>An understanding of project management concepts</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>An understanding of the key elements of contracts and of intellectual property (or business / commercial contracting)</td>
<td></td>
<td>✓</td>
</tr>
</tbody>
</table>

### DEMONSTRABLE EXPERIENCE

<table>
<thead>
<tr>
<th></th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Successful customer relationship management</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Successful track record in selling expertise / facilities</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Project management experience in an academic or commercial R&amp;D context</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Dealing with and reviewing agreements, writing effective reports and business plans.</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Marketing experience</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Evidence of project costing and pricing</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Use of processes and systems to manage and track a portfolio of projects</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Evidence of working under pressure, whilst effectively managing and prioritising high levels of workload, delivered to high standards of performance</td>
<td>✓</td>
<td></td>
</tr>
</tbody>
</table>

### QUALIFICATIONS

<table>
<thead>
<tr>
<th></th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Degree or equivalent qualification, preferably in a relevant subject (MBA or Marketing), or qualified by directly relevant experience</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Project management qualification e.g. PRINCE2</td>
<td></td>
<td>✓</td>
</tr>
</tbody>
</table>

### SKILLS / ABILITIES

<table>
<thead>
<tr>
<th></th>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strong inter-personal and communication skills (verbal and written) and able to communicate effectively with a wide range of professional and academic staff and with the business sector (including international, and cross-sectors bodies).</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>Ability to build strong credible relationships with academic staff and with existing and potential new clients</td>
<td>√</td>
<td></td>
</tr>
<tr>
<td>Organising, managing, and co-ordinating meetings and workshops.</td>
<td>√</td>
<td></td>
</tr>
<tr>
<td>Effective negotiating and influencing skills</td>
<td>√</td>
<td></td>
</tr>
<tr>
<td>Good drafting skills and attention to detail</td>
<td>√</td>
<td></td>
</tr>
<tr>
<td>Numerate and comfortable working with figures / financial awareness</td>
<td>√</td>
<td></td>
</tr>
<tr>
<td>Strong organisational and project management skills</td>
<td>√</td>
<td></td>
</tr>
<tr>
<td>Ability to develop training material and comfortable giving presentations</td>
<td>√</td>
<td></td>
</tr>
<tr>
<td>Proficient using Excel and competent using Word, Email, the Internet and databases.</td>
<td>√</td>
<td></td>
</tr>
</tbody>
</table>

**PERSONAL ATTRIBUTES AND CIRCUMSTANCES**

<table>
<thead>
<tr>
<th>Essential</th>
<th>Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>High degree of initiative, self-motivated, and high achiever (goal-oriented)</td>
<td>√</td>
</tr>
<tr>
<td>Able to work independently and to accept individual responsibility</td>
<td>√</td>
</tr>
<tr>
<td>Flexible (multi-tasking), responsive, positive, and customer-focused.</td>
<td>√</td>
</tr>
<tr>
<td>Willingness to work longer/flexible hours as necessary</td>
<td>√</td>
</tr>
<tr>
<td>Willingness to travel including overnight stays</td>
<td>√</td>
</tr>
</tbody>
</table>