



1 Advertisement

Post Title: Knowledge Exchange Manager

School/department: School of Psychology

Hours: Full-time considered up to a maximum of 100% FTE / 36.5 hours per week
Requests for flexible working options will be considered (subject to business need).

Contract: fixed term for 2 years

Reference: 6593

Salary: starting at £34,304 to £40,927 per annum, pro rata if part time

Placed on: 8 December 2021

Closing date: 14 January 2022 Applications must be received by midnight of the closing date.

Expected interview date: To be confirmed

Expected start date: ASAP

The School of Psychology at the University of Sussex is seeking an experienced professional to lead on facilitating and monitoring both in-bound and pro-active engagement with their external stakeholders, which include alumni, community partners, NGOs, schools, local and national government, entrepreneurs, and business leaders.

The post requires a high level of customer service skills with the ability to build professional relationships with a range of clients and alumni, and to communicate effectively both orally and in writing.

You will have strong customer marketing skills with a proven track record of engaging customers, as well as nurturing and developing relationships and a demonstrable track record of marketing success in an international environment.

You will work with the Heads of School, the Director of Applied Behavioural Science (www.appliedbehaviouralscience.co.uk), and the relevant Heads of Professional Services to develop and implement the Knowledge Exchange Strategy in the school.

You will play a key role in engaging employers and community organisations in a wide range of high profile engagement activities across teaching, research, entrepreneurship, executive training and consultancy.

These activities will include:

- Working as a member of the School's Engagement team, incorporating engagement portfolios, external relations and communications, international affairs and alumni.
- Establishing and managing a variety of employability and entrepreneurship initiatives (e.g., student and staff projects in partnership with external organisations).
- Overseeing activities related to sponsorship (e.g., business awards and events).
- Working collaboratively with relevant teams across the University to coordinate the management of employer contacts, and to share and learn from good practice.

- Maintaining relevant external communications media for Impact and Knowledge Exchange in the School.

This is a pivotal role within the School, with responsibility for:

- Development and management of relationships with key external collaborators, including identifying opportunities for consolidating and expanding the portfolio of engagement activities that build the value of these collaborations. This will include actively liaising with external representative bodies and networks.
- Development and coordination of External Engagement activities that support student employability and entrepreneurship, as well as broader knowledge exchange opportunities and alumni relations.
- Informing the development and implementation of the Schools' strategies for External Engagement.

The ideal candidate will be a confident and credible communicator with a keen awareness of complex cross-sector partnerships and relationships, and proven high level project management and organisational skill.

Please contact the Director of Applied Behavioural Science, Professor Tom Ormerod (t.ormerod@sussex.ac.uk) or the Professional Services lead Marc Williams (m.williams@sussex.ac.uk) for informal enquiries.

The University is committed to equality and valuing diversity, and applications are particularly welcomed from women and black and minority ethnic candidates, who are under-represented in academic posts in Science, Technology, Engineering, Medicine and Mathematics (STEMM) at Sussex.

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

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

3. Job Description

Job Description for the post of: **Knowledge Exchange Manager**

Department: Psychology

Section/Unit/School: Psychology

Location: Pevensey

Grade: 7

Responsible to: Director, Innovation & Business Partnerships

The purpose of the post is to take forward Knowledge Exchange (KE) priorities to enable the University to maximise its results in the Knowledge Exchange Framework (KEF); to diversify and grow its income streams; to increase its HEIF (Higher Education Innovation Fund) and improve its reputation for external engagement in a way that drives economic growth, innovation and social development.

The KE Manager will work with the School academic staff to develop knowledge exchange activities across the scope of those defined under the Knowledge Exchange Framework (these are: research partnerships, working with business, working with the public and third sector, skills, enterprise and entrepreneurship, local growth and regeneration, IP and commercialisation, public and community engagement). The KE Manager will maintain oversight of key external relationships and will work closely with the central Innovation & Business Partnerships team to ensure a coherent approach to project development, external relationships and that the KEF is embedded across the University.

Job Context

The importance of University-led innovation to economic growth and global competitiveness has been a key plank of UK Government policy over the last decade. It has featured heavily in R&D funding programmes and now underpins the latest assessment regime for higher education - the Knowledge Exchange Framework (KEF). The KEF will benchmark university performance in working with businesses and the public sector to grow the economic and entrepreneurial base of their regions. Higher Education Innovation Fund (HEIF) allocations to universities will in future be predicated on a university's relative successes in these areas. Sussex has responded by prioritising Knowledge Exchange and business engagement in its strategic programme Sussex 2025.

This role forms part of the strategic priorities of the Sussex 2025 suite of policies, programmes and plans. It is aimed at preparing the University for the Knowledge Exchange Framework - including the establishment and embedding of measures to grow and diversify income from the University's knowledge base, increase its Higher Education Innovation Fund receipts and improve its reputation as a strong regional player in business and economic development. These will deliver the solutions to achieve the best possible KE outcomes for the University.

Key Duties & Responsibilities

KEY RESPONSIBILITIES

1. Engagement with academics, central R&E Services and KE colleagues across the University

- 1.1 To support academics to develop and complete KE projects, including brokerage with external organisations, reporting, trouble-shooting and signposting to / securing other resources.
- 1.2 To raise the profile of KE on the collaborative, commercial, entrepreneurial, innovative and public/civic engagement aspects of the knowledge exchange agenda, in collaboration with KE colleagues across the university. This will include organising internal events and training to build academic awareness of and capacity in KE.

- 1.3 To work closely with the central Innovation & Business Partnerships team to ensure a coherent and consistent approach to KE activity is taken across the University.

2. External business relationships and entrepreneurship

- 2.1 To initiate, develop, manage and maintain client relationships with a key group of companies and public sector partners with a view to building collaborative partnerships generating income - using appropriate business relationship management systems and channels to enable the University to manage its corporate relationships in a consistent way.
- 2.2 To showcase the academic expertise and capabilities to a wide range of external business, public sector and third sector stakeholders, for example, through organising events for a targeted business audience.
- 2.3 To initiate and support the commercialisation of research outcomes, development of enterprises and other income generating opportunities (eg from new intellectual property or non-accredited training programmes) - working in partnership with the University's central Innovation team, the Careers & Employability Centre and Sussex Innovation Centre when appropriate.

3. Monitoring and reporting

- 3.1 To prepare written and verbal progress and performance reports in relation to activities undertaken and to provide information required for reporting to the KEF (Knowledge Exchange Framework) and HEBCIS (Higher Education Business & Community Interaction Survey).
- 3.2 To develop KE case study materials to demonstrate the success of the knowledge exchange activities to stakeholders and for the KEF.

4. Building and developing KE infrastructure

- 4.1 To develop and maintain effective systems for improving KE achievements and visibility within the School and to identify new opportunities for extending innovation and knowledge exchange for the benefit of academics
- 4.2 To identify and share best practice where found.
- 4.3 To keep abreast of the developments in the knowledge exchange policy and practice through networks of KE professionals.

4. Person Specification

ESSENTIAL CRITERIA

1. A proven record of activity in one or more areas of knowledge exchange, especially business engagement.
2. Demonstrable knowledge of the legal, regulatory and economic frameworks which govern the operational environment for businesses and the public sector.

3. Ability to communicate effectively and persuasively with managers in businesses and public sector organisations, including ability to analyse business needs and identify solutions, summarising key points to other people at all levels of seniority
4. Understanding of the policy and regulatory framework for universities relating to knowledge exchange and the HEIF
5. Excellent client relationship management and interpersonal skills and an ability to work closely with other people at all levels of seniority, both within and outside of the Universities.
7. Skills and experience in project management
8. Ability to plan, manage and prioritise own workload, respond to changing priorities and deliver innovative solutions to deadlines maintaining a consistently high standard of service and meeting client needs
9. Understanding of academic research and knowledge transfer practices, funding streams and motivations.
10. Ability to travel in the UK to visit business contacts and other partners if needed.

DESIRABLE CRITERIA

1. Degree or equivalent qualification or relevant professional experience relevant to the School's portfolio.
2. Experience of working in a higher education or knowledge exchange environment
3. Experience in a management role and/or technology consulting / industrial / commercial / public sector environment with senior level interactions with client organisations