



# Business Development Officer

Centre	National Manufacturing Institute Scotland (NMIS) ( <a href="http://www.nmis.scot/">www.nmis.scot/</a> )		
Faculty	Faculty of Engineering ( <a href="http://www.strath.ac.uk/engineering/">www.strath.ac.uk/engineering/</a> )		
Staff Category	Administrative and Professional	Reference No	612518
Reports To	Business Development Process Manager	Grade:	6
Salary Range:	£31396 - £34980	Contract Type:	Open Contract
FTE:	1 (35 hours/week)	Closing Date	Sunday, 22 September 2024
Holidays	31 days + 11 statutory days Option to purchase additional holidays.	On Site Facilities	Car parking
Pensions	Contributory pension scheme available to all staff including generous employer contribution.		
Training	Professional Development with <a href="#">Organisational and Staff Development Unit</a> (OSDU) plus external training if required.		
Family Friendly Benefits	Generous parental leave provision, on-campus nursery and options for flexible working.		
Health and Wellbeing	University Sport centre, Occupational Health service, access to health and wellbeing events, cycle to work scheme, Employee Assistance Programme, agile working and established carers support network and carer friendly policies.		

## Job Advert

The University of Strathclyde is a leading international technological institution and has a long history of working with industry to deliver strong business growth from access to research and innovation expertise. The latest major initiative continuing to deliver on this track record is through the National Manufacturing Institute Scotland (NMIS).

As a magnet for innovation in advanced manufacturing, the National Manufacturing Institute Scotland (NMIS) group of specialist R&D centres, supports manufacturing, engineering and associated tech businesses of all sizes, to thrive domestically and internationally through accelerating productivity, embracing new digital technologies and achieving net-zero targets.

We turn smart ideas into reality and deliver ground-breaking research.

Coming from diverse backgrounds and disciplines, our passionate team works alongside industry, academia, and the public sector to solve problems, train the workforce of the future and generate the creative ideas that will transform manufacturing.

Ultimately, we are growing the economy, developing a vibrant and skilled talent pool and helping create prosperous, sustainable communities.

The position will involve:

- Ownership of capturing, tracking, and progressing leads through to project kick-off.
- Prepare costings and quotations for commercial and small R&D projects.
- Ownership and maintenance of data captured on customer relationship management system (Microsoft Dynamics 365) to ensure its integrity for reporting purposes.

To be considered for this role you will have the knowledge, skills and experience normally associated with an HNC/HND level qualification and be expected to demonstrate an enthusiasm for innovation and an interest in the manufacturing sector; or have relevant experience. You will have demonstrable experience in managing business processes, developing R&D proposals for industry. You will have experience of interfacing with staff engaged in business development, contracts, engineering, and industrial customers, building relationships across these contacts to ensure rapid responses to customer's queries and appropriate prioritisation of tasks. You will have the ability to plan and organise your own workload and to work as part of a team.

This post is located at the NMIS building in Advanced Manufacturing Innovation District Scotland (AMIDS), Paisley (near Glasgow Airport). Please note the Innovation District has limited public transport services.

## Job Description

### Brief Outline of Job:

The Business Development Officer will report to the NMIS Business Development Process Manager. This position is a key role for the Commercial Group at the NMIS, where most members of the team are out talking to customers and developing prospects for new work. To ensure that these prospects are turned into contracts for work for the organisation, the Business Development Officer will coordinate the capture of all client engagement information across the business, manage the flow of leads into and through the organisation, ensuring that leads progress to contracts for work using a clear and transparent process. The Business Development Officer will assist in developing proposals, costings, and quotations for new work, manage the Customer Relationship Management system and provide training to new staff members on the Dynamics 365 system use.

### Main Activities/Responsibilities:

1.	Manage the NMIS Business Development Processes in line with the NMIS's Quality Procedures and Processes. This will involve ensuring that all procedures and processes reflect the practice of the team and that all new team members are up to date with the processes and procedures, templates, and systems.
2.	Maintain the process for capturing and tracking all leads into the centre, including contacting customers, developing statements of requirements, statements of work, costings, and quotations, through to contracts.
3.	Carry out development of costings and providing quotations for all commercial projects, liaising with NMIS stakeholders to ensure accurate descriptions of the work to be completed are provided, that the costings reflect the true costs of the work and that all dependencies and assumptions are clearly stated in line with the NMIS's Business Development Quotations Process.
4.	Manage Customer Relationship Management System (Microsoft Dynamics D365) and contribute to integrate the use of the CRM System into the Business Development Processes, ensuring that the processes and procedures are up to date with current practice within the team.
5.	The Business Development Officer will be trained as a superuser for the CRM system and will deliver training on the use of the system to other NMIS staff.
6.	Work with the Business Development Process Manager to identify process improvements and contribute to implementing any changes as per needs to the system.
7.	Report weekly, monthly, and quarterly to the NMIS Senior Management Team, and other stakeholders, on business development activities, patterns, and trends.
8.	Develop, manage, and prioritise own workload on a daily basis. Organising multiple tasks and ensuring results are delivered within agreed timescales.
9.	Input as a team member into NMIS Commercial Group administrative activities, including continuous improvement of business development procedures, targeted marketing materials, and improving NMIS standard service offerings ensuring its suitability to support NMIS's developing customer base.
10.	Engaging in continuous professional development. The ability to support all the listed areas (albeit with supervision in some cases) would be expected, and the development plan would be aimed at experiential growth and driving a level of specialist capability in addition to the basic requirements of the job.

## Person Specification

### Educational and/or Professional Qualifications

(E=Essential, i.e. a candidate must meet all essential criteria to be considered for selection, D=Desirable)

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|----|---|
| E1 | Suitable Business Development support work experience within education, research organisation or industry sectors, or alternatively an HNC/HND with some experience as above. |
| D1 | A formal qualification such as relevant degree or equivalent professional qualifications in business management or related area.  |

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## Experience

- E2 A proven track record of working in a similar role at a professional level
- E3 Knowledge and experience of developing, introducing and maintaining business processes to support business development activities
- D2 Experience of working with industry, working with researchers and manufacturing engineers
- D3 Experience of preparing costings and quotations for research work for industrial customers
- D4 Experience of preparing and delivering reports from complex data

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## Job Related Skills and Achievements

- E4 Excellent and accurate written and oral communication skills, with the ability to persuade, influence, articulate complex information in an accessible way and present to various stakeholders
- E5 Strong IT skills including proficiency with Microsoft Office applications and experience of working with management reporting tools
- E6 Excellent organisational, prioritisation and time management skills with ability to work under pressure and to tight timescales

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## Personal Attributes

- E7 Ability to prioritise workload and work around the needs of team members to meet tight deadlines, but without compromising the accuracy of the work produced
- E8 Enthusiasm, energy and a professional approach with the ability to communicate at all levels.
- E9 A motivated self-starter who is able to work to deadlines with minimal supervision.
- E10 Confidence and willingness to bring fresh ideas to the role

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## Other Relevant Factors

- D5 Willing to work flexibly and with a customer focused approach
  - D6 Willing to travel within the UK to support work activity (e.g. project meetings, trade shows, exhibitions, etc.).
  - D7 Valid UK driving license
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## Application Procedure

Applicants are required to complete an application form including the name of three referees who will be contacted without further permission, unless you indicate that you would prefer otherwise. Applicants should also submit a Curriculum Vitae and a covering letter detailing the knowledge, skills and experience you think make you the right candidate for the job. Applicants should also complete the Equal Opportunities Monitoring Form.

## Other Information

Further information on the application process and working at Strathclyde can be found on our website (<http://www.strath.ac.uk/hr/workforus>).

Informal enquiries about the post can be directed to Abid Hussain, Business Development Process Manager ([abid.hussain@strath.ac.uk](mailto:abid.hussain@strath.ac.uk)).

### Conditions of Employment

Conditions of employment relating to the Administrative and Professional staff category can be found at: [Conditions of Employment](#).

### Rewards and Benefits

Our staff have access to a wide range of outstanding benefits that include financial rewards, family friendly and wellbeing benefits and career development opportunities, details of which can be found [here](#).

### Probation

The successful applicant will be required to serve a 9 month probationary period.

## Pension

The successful applicant will be eligible to join the Universities' Superannuation Scheme. Further information regarding this scheme is available from [Payroll and Pensions](#).

## Relocation

The University offers a relocation package to support new employees who meet the eligibility criteria. The relocation package is offered as a contribution towards costs incurred, and is designed to be flexible, allowing staff to use the financial support available in the way that will be most helpful to them. Further details are outlined in the Relocation Policy.

## Interviews

Formal interviews for this post will be held on a date to be confirmed.

## Equality and Diversity

The University of Strathclyde is a socially progressive institution that strives to ensure equality of opportunity and celebrates the diversity of its student and staff community. Strathclyde is people-oriented and collaborative, offering a supportive and flexible working culture with a deep commitment to our equality, diversity and inclusion charters, initiatives, groups and networks.

We strongly encourage applications from Black, Asian and minority ethnicity, women, LGBT+, and disabled candidates and candidates from lower socio-economic groups and care-experienced backgrounds.

## University Values

The University's Values capture what we're all about: who we are, what we believe in and what we stand for. [Our Values](#) have been derived from how we act and how we expect to be treated as part of Strathclyde.

