Head of Product Service System Development (KTP Associate)

Department	Design, Manufacture and Engineering Management (www.strath.ac.uk/dmem/) in association with Elite Contract Furniture (www.contractfurniturescotland.com)		
Staff Category	Knowledge Transfer Partnership (KTP)	Reference No	245827
Reports To	Dr Anup Nair (Academic Supervisor) & Greg Winston (Company Supervisor)	Grade:	RS79/KTP
Salary Range:	£27-34k p.a. plus £4k development budget	Contract Type:	Fixed Term (24 months)
FTE	1	Closing Date	13/10/2019

Job Advert

Founded in 1954, Elite Contract Furniture (https://www.contractfurniturescotland.com/) are an established, third generation manufacturer of mattresses, divan bases, headboards and soft furnishings and are one of only a handful of bed manufacturers remaining in Scotland. Elite predominately sell Business to Business (B2B) concentrating on Hotels, Care Homes, Restaurants, Interior Designers and Specifiers and offer a full turnkey package of furniture, beds, soft furnishings, curtains and blinds, floor and accessories.

The University of Strathclyde has joined forces with Elite Contract Furniture to develop and embed a business process excellence framework, and we are seeking a highly motivated Knowledge Transfer Partnership (KTP) Associate to work with us on this exciting new collaboration.

Candidates should have a good honours degree in Product Design with an interest in business or a Business degree with an aptitude for design. Experience in new product/service development, project management and commercialisation is an essential requirement for this post. Industrial experience in the furniture industry is desirable.

The KTP Associate will be an employee of the University of Strathclyde but will spend most of their working time at the company's premises in Hillington.

The position includes extensive management training with a generous personal development budget. With the support of academic experts and a KTP Adviser, this is an excellent opportunity which offers an extremely interesting, varied and challenging role. On successful completion of the KTP there may be an opportunity for ongoing employment at the company for the right candidate.

The project is part of the Knowledge Transfer Partnership (KTP) programme that aims to help businesses to improve their competitiveness and productivity through the better use of knowledge, technology and skills that reside within the UK knowledge base. Successful Knowledge Transfer Partnership projects are funded by UK Research and Innovation through Innovate UK and are part of the government's Industrial Strategy. To find out how KTP works and the vital role you will play if you successfully secure a KTP Associate position. Please visit: www.ktpws.org.uk

Job Description

Brief Outline of Job:

To design, develop and implement a new subscription based furnishing service targeting (but not restricted to) the leading hotels and care homes in the UK.

Main Activities/Responsibilities:

1.	Scoping strategic context and business requirements definition
2.	Developing and implementing Continuous Improvement initiatives
3.	Conceptual modelling and scenario planning for a novel subscription based product service system
4.	Designing and developing new product plus service bundles for lead users and subscribers
5.	Designing and developing a subscriber life cycle model and implementation of the SLM on a software platform
6.	Designing and delivering staff training for new service launch
7.	Monitoring, evaluation and improvement of the new services offered
8.	Producing milestone reports and presenting work at project review meetings
9.	Completion of KTP Final Report
10.	Involvement in dissemination activities including trade publications, case studies, academic papers and external presentations

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)

E1	Good Honours (with industrial experience) in Business Management, Innovation Management, Operations Management, Industrial Engineering, Product Design Innovation/Engineering or related discipline
D1	Post graduate qualification in related specialist area

Experience

E2	Industrial experience in new product/service development, project management and commercialisation
E3	Experience of some of the following: strategic planning and management skills, product design, basic programming skills and analytics
E4	Experience of engaging and communicating with diverse stakeholders
D2	Experience in developing and implementing process improvements within innovation
D3	Industrial experience in the furniture industry
D4	Experience in design methodologies and CAD modelling
D5	Experience writing reports for technical and non-technical audiences

Job Related Skills and Achievements

E5	An understanding of business modelling practices and protocols
E6	Ability to coordinate communication activities in order to initiate culture change
E7	Ability to work independently and as part of a multi-disciplinary and/or cross-disciplinary team
E8	Ability to work under pressure, be driven to deliver results, and be open and willing to undertake new challenges and learn new skills
E9	Ability to plan scenarios, prioritise and implement design procedures
E10	Excellent IT skills, including proficiency in using spreadsheets and databases

Personal Attributes	
E11	Excellent interpersonal and communication skills, with the ability to listen, engage and persuade, and to present information in an accessible way to a range of audiences
E12	Energetic and positive and have an ability to think outside the box
E13	Enthusiastic with the ability to influence people and change habits and norms
E14	Excellent organisational skills
E15	Motivated with a strong drive towards the achievement of the project deliverables
Other Relevant Factors	
D6	Ability to travel to meet suppliers and for trade shows

Application Procedure

Applicants are required to complete an application form including the name of three referees who will be contacted before interview 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 Dr Anup Nair, Teaching Associate (Academic Supervisor) (anup.k.nair@strath.ac.uk; 0141 574 5154).

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.

Conditions of Employment

Conditions of employment relating to the KTP Associate staff category can be found at: Conditions of Employment.

Probation

Where applicable, the successful applicant will be required to serve a **6 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.

Interviews

Interviews will be held on Wednesday 06/11/2019 at Elite Contract Furniture, Hillington.

Equality and Diversity

We value diversity and welcome applications from all sections of the community.

The University currently holds a Bronze Athena SWAN award, recognising our commitment to advancing women's careers in science, technology, engineering, maths and medicine (STEMM) employment in academia.

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.