

Modern Apprentice -Business Development Systems

Centre	National Manufacturing Institute Scotland (NMIS) (https://www.nmis.scot/)		
Faculty	Faculty of Engineering (www.strath.ac.uk/engineering/)		
Staff Category	Administrative and Professional	Reference No	495120
Reports To	Business Development Process Manager	Grade:	Modern Apprentice
Salary Range:	Year 1: £12,643; Year 2: £15,011	Contract Type:	Fixed Term (24 months)
FTE	1 (35 hours/week)	Closing Date	15 February 2023

Job Advert

The National Manufacturing Institute Scotland (NMIS) is an industry-led international centre of manufacturing expertise where industry, academia and the public-sector support bodies work together to transform skills, productivity and innovation making Scotland and the UK a global leader in advanced manufacturing. NMIS will accelerate innovation by enabling manufacturing companies to trial and test new processes, applications and technologies, demonstrate new manufacturing technologies and processes at an earlier stage and encourage supply chain collaboration at the research stage of product development.

NMIS seeks to recruit a Modern Apprentice in Business Development Systems. This is an exciting opportunity to learn and develop in a fast-paced, rewarding environment. As a Modern Apprentice- Business Development Systems, you will follow documented procedures and undertake a broad range of activities to assist the NMIS Membership Engagement Manager and Business Development Process Managers in their day-to-day activity, gradually taking over responsibility for elements of data-gathering and reporting. You will assist in capturing and tracking all enquiries coming into the centre, liaising with Business Development Leads to provide regular status updates, data-gathering relevant company information for inclusion in database and associated analysis of data for management reports.

To be considered for the role, you will have a minimum of 4 Nat 5's at A, B and C (or equivalent) which must include English, Mathematics and either an Administration or Computing subject. You will be motivated and enthusiastic with good interpersonal skills and the ability to work well as part of a team. You should be able to demonstrate excellent attention to detail and above average IT skills, including a knowledge of Microsoft office suite of packages.

The Modern Apprenticeship programme is co-ordinated within the University and gives the successful candidate an opportunity to "earn and learn" as they will achieve a SQA qualification during the 2-year programme.

Please note that as a result of funding rules, Modern Apprentices must embark on the scheme before their 20th birthday.

Please also note that this post is located within the National Manufacturing Institute Scotland Group facilities within the Advanced Manufacturing Innovation District Scotland (AMIDS) in Renfrewshire (near Glasgow Airport). The Innovation District has limited public transport services.

Job Description

Brief Outline of Job:

With guidance, as required, provide support to the NMIS Membership Engagement Manager and Business Development Process Managers in their day-to-day activity. This includes assistance in capturing and tracking all enquiries coming into the centre, liaising with Business Development Leads to provide regular status updates, data-gathering relevant company information for inclusion in database and associated analysis of data for management reports.

Main Activities/Responsibilities:

1.	Following established processes, assist the NMIS Membership Engagement Manager with maintaining and capturing all membership enquiries to NMIS. As well as logging the enquiry, you will also carry out research to establish the size, location and areas of expertise of the company.
2.	Following established processes, assist Business Development Process Managers to maintain the process for capturing and tracking all enquiries into the Centre, including checking Company details on Companies House/Endole/Fame websites and updating database, as appropriate.
3.	Following established processes, all membership enquiries must be tracked on a weekly basis. This will require working with colleagues in teams across NMIS to ensure that information is provided in a timely manner to the organisation and any responses are logged as appropriate.
4.	Following established processes, assist the Business Development Process Managers to maintain the process for capturing and tracking Collaborative Research and Development opportunities and proposals.
5.	With training and guidance, as required, assist the Business Development Process Managers in the transition and integration of current spreadsheet-based trackers into the new Customer Relationship Management System Microsoft D365.
6.	With training and guidance, assist the NMIS Membership Engagement Manager in the transition and integration of current spreadsheet-based NMIS Membership tracker into the new Customer Relationship Management System Microsoft D365.
7.	With guidance, as required, assist in the implementation and maintenance of a Customer Relationship Management System (CRMS) for the Centre, including data entry, as appropriate.
8.	Provide day to day assistance to the NMIS Membership Engagement Manager by organising meetings, issuing documents, contacting existing members, organising events with members, all as appropriate.
9.	Attend daily BD Enquiries Meetings.
10.	Shadow the Business Development Process Managers as they develop reports to the AFRC Leadership Team and quarterly to the High Value Manufacturing Catapult, Innovate UK, AFRC Members and other stakeholders, on business development activities, patterns and trends.
11.	Shadow the Business Development Process Managers as they develop costings in University systems and providing quotations for all commercial projects.
12.	Other duties as required in support of the NMIS Membership Engagement Manager and Business Development Team and consistent with the grade and the workload.
13.	To undertake your duties in line with departmental safety, health and wellbeing for example working with AFRC colleagues to ensure that working space is well-organised, clean and adheres to health & safety regulations.

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 Minimum of 4 Nat 5's at A, B and C (or equivalent) which must include English, Mathematics and either Admin or Computing subject

D1 Higher Grade qualification or equivalent

D2 ECDL Standard Certification

D3 ECDL Advanced Certification

Experience
E2 Working knowledge of Microsoft Office packages (Excel, Word, Outlook)
D4 Previous administrative experience
Job Related Skills and Achievements
E3 Excellent communications skills both verbal and written
E4 Excellent numeracy skills
D5 Ability to manage competing priorities effectively
Personal Attributes
E5 Good organisational, communication and interpersonal skills and the ability to engage with a variety of people
E6 Attention to detail, ability to work accurately
E7 Ability to work effectively as a flexible member of a team
E8 Willingness to learn new skills
E9 Good customer service skills with a pleasant and helpful manner

Application Procedure

Applicants are required to complete an application form including the name of two referees who will be contacted without further permission, unless you indicate that you would prefer otherwise. 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 Tracy McCarroll, NMIS Membership Engagement Manager (tracy.mccarroll@strath.ac.uk) or Abid Hussain, Business Development Process Manager (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

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

Formal interviews for this post will be held in February 2023.

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.

