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University of Strathclyde Glasgow

# Industry Relationship Manager

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| Department | Innovation and Industry Engagement (https://www.strath.ac.uk/workwithus/glasgowcityinnovationdistrict/) | | |
| Directorate | Office of the Chief Commercial Officer | | |
| Staff Category | Administrative and Professional | Reference No | 363930 |
| Reports To | Senior Industry Relationship Manager | Grade: | 8 |
| Salary Range: | £41,526 - £51,034 | Contract Type: | Open Contract |
| FTE | 1 (35 hours/week) | Closing Date | 30/04/2021 |

## Job Advert

The University of Strathclyde is a leading international technological and socially progressive university, focused on delivering excellent teaching and world-class research, and known for forging strong collaborative links with industry, government, business and the third sector.

The Innovation and Industry Engagement is a Directorate within the Office of the Chief Commercial Officer. The Directorate is responsible for delivering a step change in Strathclyde's already intensive programme of industrial collaboration, industrial relationship development and supporting the University' industrial cluster development.

Within the Directorate the Industry Engagement Team is supporting academic colleagues to achieve growth in University industrial collaboration through the expansion and introduction of industry relationship management approaches, including strategic relationship management, which aims to make a significant contribution to the University industry collaboration, and enable a growth of new and more diverse industrial relationships.

Industrial relationship support offered by from the Industry Engagement Team is focused on supporting strategic oversight and development of key university relationships through relationship approaches working with senior University staff, academic and research colleagues and professional services teams. A key focus of the team is on the industrial development of six new industrial clusters -a key part of the Glasgow City Innovation District (GCID). These clusters are: Quantum Technologies, FinTech, HealthTech, Industrial Informatics, 5G Communications and Space Technologies. We aim for all these Clusters to be internationally successful, and collaborating with industry partners from across the world.

The successful applicant will support the industrial relationship development and engagement of key university partners, facilitate new relationships and partnerships, and support the new Clusters in the areas of Fintech and Industrial Informatics. These clusters involve the development and application of digital and data driven technologies to support drive business opportunities, or address business challenges. The role will become a key supporting role for academic colleagues who lead these Clusters, and ensuring the successful delivery of Cluster industrial engagement plans and the development of significant industrial opportunities.

Within the Industry Engagement Team the role will join another two Industry Relationship Managers and an Industrial Engagement Advisor. Together this team will work closely with academics, within IIE, as part of GCID and with other professional services teams to make it easier for businesses and industry to engage with the University, and for the University to engage with external partners with the ambition of creating a recognised innovation eco-system with industry, technology and collaboration at the core of this.

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# Job Description

**Brief Outline of Job:**

The Industry Relationship Manager will lead the development and deliver a pro-active industry engagement strategies; provide strategic account management to support long-term industry relationships and new relationship development; and, help facilitate the development of the six new industry clusters so that they achieve their cluster ambitions, as set by the academic cluster leads, and to be recognised internationally.

Reporting to the Senior Industry Relationship Manager, tasks will include working closely with academic colleagues to create industrial propositions, develop industry engagement plans and opportunities for respective clusters and support the implementation of relationship management approaches for existing industry partners, and to enable a growth in new industry relationships.

**Main Activities/Responsibilities:**

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| 1. | To act as an Industry Relationship Manager to existing industrial partners, and newly identified/targetted industry contacts with significant long-term potential and providing them with relationship management support and tailored access to the University. This will be based on helping to determine companies' needs, identifying relevant expertise in the university to address them, helping prepare business cases/proposals for collaborative opportunities and identifying best approaches for taking forward opportunities with a company and the University. |
| 2. | Working with senior academic Cluster leads, academic and research staff, to develop understanding of the academic and research expertise within relevant cluster(s) that could be matched to and help attract companies to the University, and/or join collaborative activities with the University. |
| 3. | Working closely with University Faculties, Departments and Industrial Centres across the university, developing in-depth knowledge of how the University delivers industry engagement and working closely with academic colleagues to shape approaches to industry engagement and develop support packages to industry partners that could include research expertise, access to facilities and other services the University could provide for companies. |
| 4. | To act as an industrial point of contact for academic cluster leads and proactively target new industry partners, and develop strong relationships with key stakeholders locally and internationally to facilitate increased industrial engagement with the University. |
| 5. | To engage through meetings, networking partners and stakeholders to grow the international reputation of the cluster(s) and GCID by promoting universities expertise, discuss case studies of current university-industry engagement. |
| 6. | Work collaboratively through regular meetings and discussions and where possible, in a cross disciplinary manner with Relationship Managers of other clusters and Business Development staff in the University's Faculties, industry facing centres and research theme coordinators. |
| 7. | Support the Industry Engagement team to develop and implement a coherent industry engagement strategy. |
| 8. | To take the lead on initiatives or activities within the Industry Engagement Team, including relationship management approaches, the development and integration of a University Industry Engagement Eco-System, integration of activities across IIE, or leading relationships on behalf of IE with other Directorates or teams in the University. |
| 9. | Produce and present written reports for the Innovation and Industry Engagement team on the identified metrics for the Industry Engagement for the cluster(s) and other KPIs. |
| 10. | Revise or develop policy and procedures for approval of senior management. |
| 11 | Other duties as specified by the Director of Innovation and Head of Industry Engagement. |

# 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 | Degree in a relevant discipline (including engineering, data science, technology) |
| D1 | Professional qualification in relevant disciplines |

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| E2 | Evidence of continual professional development |
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**Experience**

| E3 | Experience in business development and / or account management of companies |
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| E4 | Experience in building long term relationships with key stakeholders |
| E5 | Experience translating from commercial needs to research opportunities |
| E6 | Track record of delivering successful outcomes |
| E7 | Experience in working with companies of different sizes from SME's, supply chains to large corporates, including those in industrial sectors. |

**Job Related Skills and Achievements**

| E8 | Skills to develop productive relationships with industry, academics and key external bodies. |
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| E9 | Skills in contributing to planning at a strategic level and long term visioning |
| E10 | Skill to work collaboratively, fostering relationships and influencing a broad range of internal and external partners, ideally within an international context |
| E11 | Skills in innovation, challenging the status quo and bringing new concepts from ideas to delivery. |
| E12 | Excellent communication and interpersonal skills |

**Personal Attributes**

| E13 | Is a self-starter and has, and can build, personal credibility with relationships |
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| E14 | Excellent influencing skills |
| E15 | Has very strong communication skills, including an ability to listen to requirements, and present to different audiences |
| E16 | Pays attention to detail |

**Other Relevant Factors**

| D2 | Experience of knowledge exchange within Higher Education |
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| D3 | Good understanding of software tools such as CRM, databases, financial planning tools and other |

# 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 Janine De Fence, Senior Industry Engagement Lead (janine.de-fence@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.

**Pre-employment health screening**

An offer of appointment will be subject to a medical assessment by Occupational Health. An individual who accepts an offer of employment must complete a confidential medical questionnaire and forward it to the Occupational Health Nurse within 5 days of receipt. If further information is required the individual may be contacted by the OHN or a Medical Advisor and a

personal appointment with the individual may be arranged. An unconditional contract of employment will not be issued until Human Resources receives confirmation that applicant is fit to undertake the duties of the post.

### Probation
Where applicable, the successful applicant will be required to serve a 12 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
Where applicable, 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 18/05/2021.

### 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 gender equality in academia across all academic disciplines and professional and support functions.

### 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.