

# Service Innovation Leader (KTP Associate)

Department	Hunter Centre for Entrepreneurship ( <a href="http://www.strath.ac.uk/huntercentre/">www.strath.ac.uk/huntercentre/</a> )		
Faculty	Strathclyde Business School ( <a href="http://www.strath.ac.uk/business/">www.strath.ac.uk/business/</a> )		
Staff Category	Knowledge Transfer Partnership	Reference No	212204
Reports To	Professor David Mackay (University) and Matthew Cornes (Company)	Grade:	KTP/RS79
Salary Range:	£28-31.5k plus £4k personal development budget	Contract Type:	Fixed Term (24 months)
FTE	1 (35 hours/week)	Closing Date	Sunday 05 May 2019

## Job Advert

This is an exciting opportunity for an ambitious graduate to further develop their career by working on a 2-year Knowledge Transfer Partnership (KTP) project between Clydesdale and Yorkshire Banking Group Ltd (CYBG) and the University of Strathclyde.

CYBG is a long established independent financial institution offering full service retail banking and SME banking. With over 175 years of heritage CYBG operates under three brands – Yorkshire Bank, Clydesdale Bank and B, a new digital first banking service designed to meet the changing needs of customers in the 21st century. CYBG offers a full range of financial products and services to help people and businesses grow. Big enough to matter, small enough to care, CYBG have a strong personal customer base and a business banking capability through a UK-wide network. ([www.cybg.com](http://www.cybg.com))

The aim of CYBG's innovation programme is to create and provide a unique value proposition for their SME customers through the adoption of platform innovation strategies. Transforming CYBG's SME service delivery model through the innovation programme will drive transformational innovation and competitive advantage for CYBG. The innovation programme aligns with the current strategy and aims to make a step change in the way that CYBG creates and supports its SMEs through the introduction of new service offerings and a digital platform that will enable it to connect all key stakeholders and to create and deliver value in innovative ways within the banking sector. Due to the scope the scale of the programme and the range of skills and experience required to deliver the innovation programme CYBG will employ 2 KTP Associates: a Service Innovation Leader and an Innovation Systems Analyst.

The position offers the KTP Associate the following benefits:

- a challenging and rewarding job, with real responsibility
- a planned programme of training courses, including a £4,000 personal development budget
- mentoring from industrial and academic supervisors
- the support and resources of the University
- the possibility of registering for a higher degree with the University
- the potential for good career development with the company at the end of the scheme
- the opportunity to make important and tangible improvements in large and dynamic company

The post will be mostly based at the company premises in Glasgow and will include travel to other CYBG across the UK.

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](http://www.ktpws.org.uk)

## Job Description

### Brief Outline of Job:

#### Service Innovation Leader

The focus of this role is on platform business model development and strategic service design. In developing the new business model the Associate will need to manage a dynamic and evolving concept that will require continuous education of staff across CYBG. Stakeholder management will be key to the initial & long-term success – consulting with various business units from across the bank, including marketing, customer banking, analytics, IT and information security teams. SME customers, the banking industry and education sector will need to shape the development of new systems and processes that are put in place. Consistent reference to literature and use of academic and industry expertise will ensure best practice and successful delivery.

This will require expertise in developing:

- Open strategy/innovation systems
- Strategic service development based on value co-creation
- Digital marketing strategies

### Main Activities/Responsibilities:

1.	Facilitate the development of the platform business model
2.	Develop a workshop programme that creates value in the CYBG SME ecosystem, and is scalable, sustainable and integrated with existing operations
3.	Develop the SME and academic stakeholder network
4.	Lead the delivery of the workshop programme
5.	Develop supporting training activities and documentation
6.	Evaluate opportunities for new service offerings and drive their evaluation, development and implementation.
7.	Prepare conference and journal articles related to the KTP
8.	Engage in continuous professional development within the University and Company as appropriate

## 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 A Masters level business and management related-degree

### Experience

D1 Experience as part of a management or leadership team

D2 A history of leading the delivery of change results across teams/divisions

E2 Experience of participating in service design or involvement in commercial functions (such as Sales, Marketing, Purchasing etc.)

D3 Work experience in a customer-oriented role

E3 Experience of business development and networking

E4 Understanding of information systems and experience of using these to drive business decisions

### Job Related Skills and Achievements

E5 Change leadership and stakeholder management capabilities

D4 Ability to build strategic business cases and make commercial argument

E6 Strong IT skills, particularly business information systems capabilities

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E7 Ability to engage with academic and practitioner literature – reviewing and writing

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#### **Personal Attributes**

E8 Strong interpersonal skills, including negotiating, influencing and network building

E9 Ability to work independently, as well as part of a team.

E10 Ability to prioritise multiple tasks and meet deadlines

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## **Application Procedure**

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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**

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

Informal enquiries about the post can be directed to Dr Kepa Mendibil, Principal Teaching Fellow (kepa.mendibil.100@strath.ac.uk).

#### **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 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](#).

#### **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.

#### **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.



# Conditions of Employment

## KTP Associates



### 1. GENERAL CONDITIONS

Members of staff are subject to the Charter and Statutes and the Ordinances and Regulations of the University, published in the Calendar, and to any amendments or additions thereto approved by the University Court and, in the case of the Charter and Statutes, Privy Council.

The University Court recognises the Strathclyde University and Colleges Union (SUCU) as the sole body with which it will negotiate and consult on all collective issues concerned with the terms and conditions of employment of Research staff. Such terms and conditions may be varied by the University Court after negotiation and consultation with SUCU.

The University operates probationary periods for new staff, the duration of which will be specified in individual letters of appointment. The normal probation period for posts in this staff category is 6 months. Further guidance on probationary procedures is published at <http://www.strath.ac.uk/staff/policies/hr/>.

Further information on the terms and conditions specified in this document and other staffing policies and procedures can also be found at [www.strath.ac.uk/hr](http://www.strath.ac.uk/hr).

Further information on the terms and conditions specified in this document is contained in the Staff Handbook, which also includes further details of such conditions as provision for sick/injury leave and pay, leave of absence, holidays and holiday pay, individual grievance procedures, review and disciplinary procedures and collective agreements. Should you not receive a copy of the handbook on appointment a reference copy is accessible by visiting Human Resources.

### 2. CONTINUOUS SERVICE

In the case of new appointments, unless otherwise stated in the letter of appointment, the date of continuous employment for the purposes of statutory employment rights will be taken to be the date of appointment contained therein. In the case of promotions, regradings or transfers, previous service is continuous.

### 3. ALLOCATION OF POST

The post to which each member of staff is appointed is allocated to both the University Department and/or other area(s), and the Company Partner named in the member's letter of appointment and any accompanying papers. Should the University Court and/or the Company Partner deem it necessary, in the furtherance of the objectives of the University (specified in its Charter) and/ or the objectives of the Company Partner, they shall, having consulted with the parties concerned and having received the advice of the Senate, re-allocate the post and/or the duties pertaining partially or wholly to it to another University department or area and/or to another Company Partner Department or to an associated Company. Any such re-allocation will be without prejudice to the other conditions of employment of the holder.

If the need arises during the course of employment for members of staff to work outside the U.K. for a period (or periods) of more than one month then such arrangements will be subject to mutual agreement. Members of staff would then be provided with a statement in advance setting out the terms covering such periods of employment.

### 4. RESPONSIBILITY AND SERVICE

The University is committed to ensuring that its business is conducted in an open and transparent manner and will take all appropriate steps to address risks of bribery or corruption. Members of staff are required at all times to act honestly and with integrity and to safeguard the resources for which they are responsible. The University has in place a robust Public Interest Disclosure (Whistleblowing) Policy to enable concerns to be brought to its attention. This is available at

<http://www.strath.ac.uk/publicinterestdisclosure/>. Other relevant policies, e.g. Fraud Prevention and Conflicts of Interests can also be found on the University's website.

Each member of staff is responsible for the proper performance of allocated duties to the person or persons specified in the member's letter and any accompanying papers. Unless otherwise indicated.

### 5. WORKING TIME

Working time is that required to fulfil the duties of the post and members of staff are expected to comply with the general working pattern of the KTP Company Partner. Further details in relation to working hours will be provided within the offer of employment and/or by the Company Partner on commencement of employment.

### 6. HOLIDAYS

Entitlement to accrue paid annual holiday will apply from the date of commencement and the accrual rate will be as per the provisions of the KTP Company Partner. Public Holidays will only apply where they are observed by Company Partner and it may be that these have to be taken from the annual leave entitlement where the Company does not apply a separate entitlement in this regard. Where Public Holidays are not observed by the Company Partner, these days may still be taken from the annual holiday entitlement, subject to authorisation. In cases where the Company Partner operates a period of annual closedown, these days may count against the accrued annual holiday entitlement, subject to the normal practices of the Company Partner. Further details and arrangements for requesting leave will be confirmed within the Offer of Employment and/or by the Company Partner on commencement of employment.

### 7. SICK LEAVE

During any period of absence through illness or injury provided the appropriate medical certificates are received the University will pay a member of staff (having taken account of the aggregate of all periods of absence due to illness during the twelve months immediately preceding the first day of the current absence) as follows:

Period of Continuous Employment at start of absence from work	Full Pay	Half Pay
Less than 1 year	1 month	1 month
1 year but less than 2 years	2 months	2 months
2 years but less than 3 years	4 months	4 months
3 years but less than 5 years	5 months	5 months
5 years or more	6 months	6 months

In order to manage the University's sick pay scheme the University requires to maintain sickness absence records on individual members of staff. When making payments after the expiry of statutory sick pay the University will deduct an amount equivalent to any benefit normally payable by the Department of Health and Social Security. For this and other details see staff handbook.

### 8. SALARY AND SUPERANNUATION

Salaries are payable monthly by means of a credit transfer to a specified bank account.

New members of staff, aged under 75, will be admitted automatically to membership of the Universities Superannuation Scheme (USS) on taking up appointment. If you are already in receipt of a USS pension you will join USS in accordance with pension auto-enrolment regulations. USS

requires a contribution from the member, currently 8 per cent of pensionable salary. A contribution, currently 18 per cent of pensionable salary, is paid by the University. From 1 April 2016 all members are part of the career revalued benefits scheme called the USS Retirement Income Builder. From 1 October 2016 a threshold, initially of £55,000 a year, will apply to the maximum salary that counts towards the USS Retirement Income Builder. From the same date a new defined contribution section of the scheme called USS Investment Builder will open and any contributions above the threshold will be invested in this section. The exception to automatic membership of the pension scheme applies if your post is located out with the UK in an EU member state. If this is the case membership of USS is not available to you.

New members of staff may opt out of USS within three months of taking up appointment and will then be treated as if they had never been a member of the scheme. After three months members of staff who wish to withdraw from USS during their employment will be required to give a minimum of 28 days' notice in writing to the University. Any member of staff who wishes to opt out should contact the Pensions Section, Finance, in the first instance ([pensions@strath.ac.uk](mailto:pensions@strath.ac.uk)). Please note that if you are a member of Pensions Plus and withdraw from USS with less than two years of membership, or cease employment with the University and have less than two years of USS membership, the option of a refund of pension contributions will not be available to you. Instead, USS must provide you with a pension benefit that is payable from your retirement date.

The University reserves the right to alter or withdraw Pensions Plus as it sees fit or as required to comply with legislative changes. Withdrawal or amendment of Pensions Plus will not affect your membership of USS. If you do not wish to participate in Pensions Plus but wish to remain in the pension scheme please contact the Pensions Team who will provide you with a non-participation form.

Information regarding pension scheme membership can be found on the Pensions pages of the University's website. Full information regarding USS can be found on the USS website – [www.uss.co.uk](http://www.uss.co.uk)

## **9. PLACE OF RESIDENCE**

The University does not normally place specific restrictions upon the place of residence of members of staff. They are, however, expected to reside in a location which is compatible with the satisfactory fulfilment of all the duties associated with their appointment and with membership of the academic community.

## **10. PERIOD OF EMPLOYMENT**

Members of staff are employed on the conditions indicated in individual letters of appointment and any accompanying papers. The University is not obliged to give notice of termination or continue any employment beyond the end of the fixed term period. Where the period of the contract of employment is for one year or less it may be terminated short of the fixed term period by 1 month's notice on either side. Where the period of the contract of employment is for more than one year, or where there have been a further contract or series of contracts immediately consecutive, the employment may be terminated short of the fixed term period by 3 months' notice on either side, except during the probationary period when the notice period is one month.

## **11. NOTICE AND TERMINATION**

The employment of a member of staff is terminable by at least three months' notice in writing, on either side; except during probationary period when the notice period is one month. If notice is being given by a member of staff earlier release may be granted if this can be arranged without detriment to the work of the department or area. If the appointment is for a fixed term it will expire at the end of the period without the necessity for notice. Fixed term contracts may be terminated by either party short of the expiry date by the serving of one months' notice in writing. The University is not obliged to continue a fixed term appointment beyond the employment period.