

# Academically Advanced Socially Progressive

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## Business Development Systems Associate

<b>Centre</b>	National Manufacturing Institute Scotland (NMIS) ( <a href="http://www.nmis.scot/">www.nmis.scot/</a> )		
<b>Faculty</b>	Faculty of Engineering ( <a href="http://www.strath.ac.uk/engineering/">www.strath.ac.uk/engineering/</a> )		
<b>Staff Category</b>	Administrative and Professional	<b>Reference No</b>	806800
<b>Reports To</b>	Senior Business Development Systems Manager	<b>Grade</b>	6
<b>Salary Range</b>	£33002 - £36636	<b>Contract Type</b>	Open Contract
<b>FTE</b>	1 (35 hours/week)	<b>Closing Date</b>	09/06/2026
<b>Working Arrangements</b>	Hybrid. The standard requirement across the University is that at least three days per week (based on 1FTE) will be spent working on-site (with flexibility as appropriate).		
<b>Work Location</b>	NMIS Netherton Site (3 Netherton Sq., Renfrew, PA3 2EF) with travel to other NMIS sites as required.		



## Job Advert

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The University of Strathclyde 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 Opportunity**

We are seeking a **Business Development Systems Associate** to support and help expand our engagement with industry and stakeholders. This role offers a unique opportunity to contribute to critical aspects of our commercial activity, supporting the systems, data and coordination that underpin how we identify opportunities, manage relationships and convert industry engagement into meaningful partnerships and projects.

### **What You'll Do**

- Oversee the capture, tracking and progression of business development leads through to project kick-off.
- Prepare accurate costings and quotations for commercial and collaborative R&D projects.
- Maintain the data captured on our Customer Relationship Management system (Microsoft Dynamics 365) and ensure its integrity for reporting purposes.
- Produce and analyse business development reports to inform strategic decision-making.

### **What We're Looking For**

We're looking for a proactive and well-organised individual to support commercial proposal development, ensuring accuracy and attention to detail in managing the data that underpins our business development processes.

To be considered for this role you will have:

- Experience in progressively responsible roles, or an HNC/HND with relevant experience, or a specialist degree with limited work experience.
- Demonstrable experience in managing business related processes and supporting R&D proposals for industry.
- Experience of interfacing with staff engaged in business development, contracts, engineering, and industrial customers, building relationships across these contacts to ensure timely responses and appropriate prioritisation.
- Ability to plan and organise your own workload while working effectively as part of a team.

We're especially interested in candidates with experience in areas such as:

- Using Customer Relationship Management system, including (but not limited to) Microsoft Dynamics 365.
- Using business intelligence tool including (but not limited to) Power BI.

Experience in high-value manufacturing, industrial R&D, or navigating complex supply chains is highly desirable.

### **Why NMIS?**

At NMIS, you'll join a mission-driven organisation dedicated to transforming industry, developing a future-ready workforce, and driving a more sustainable economy. With world-class facilities, leading experts, and strong partnerships across

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academia, government, and industry, we offer an unparalleled environment for innovation and growth. Come and be part of something with real impact.

## Job Description

### Brief Outline of Job:

The **Business Development Systems Associate** will report to the NMIS Senior Business Development Systems Manager and play a key role within the Commercial Group, where most of the team focus on engaging customers and developing new business prospects. The role ensures prospects are converted into contracts by coordinating client engagement information, managing lead flow and maintaining a clear, transparent process. The Associate will also support proposal, costing and quotation development, manage the CRM system and provide Dynamics 365 training to new staff.

### Main Activities/Responsibilities:

1. Manage the NMIS business development process in line with NMIS's quality procedures and processes. This will involve ensuring that all processes reflect the practice of the team, keeping templates and systems up to date and ensuring new team members are fully trained and familiar with procedures.
2. Maintain the process for capturing and tracking leads into the centre, from initial customer contact and statements of requirements through to statements of work, costings, quotations, and contract award.
3. Develop costings and provide quotations for customer projects, working with NMIS stakeholders to ensure accurate scope, true project costs and clear assumptions.
4. Manage the Customer Relationship Management system (Microsoft Dynamics D365) and support its integration into business development processes, ensuring processes and procedures are current and aligned with team workflows.
5. The Business Development Systems Associate 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 NMIS Senior Business Development Systems Manager to identify and implement process improvements to the system as needed.
7. Provide weekly, monthly and quarterly reports to the NMIS Senior Management Team and other stakeholders on business development activities, patterns and trends.
8. Develop, manage and prioritise own workload daily, organising multiple tasks to ensure 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, creating targeted marketing materials and enhancing NMIS service offerings to better support the developing customer base.
10. Engage in continuous professional development, building experience and developing specialist skills to support all aspects of the role, including areas requiring supervision.

## 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 Suitable business development support work experience within education, research organisation or industry sectors, or alternatively an HNC/HND with some experience as above.

Essential/ Desirable	Assessment Method
Essential	App/CV/ Interview

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D1	A formal qualification such as relevant degree or equivalent professional qualifications in business management or related area.	Desirable	Application/CV
<b>Experience</b>			
E2	A proven track record of working in a similar role at a professional level	Essential	App/CV/ Interview
E3	Knowledge and experience of developing, introducing and maintaining business processes to support business development activities	Essential	App/CV/ Interview
D2	Experience of working with industry, working with researchers and manufacturing engineers	Desirable	App/CV/ Interview
D3	Experience of preparing costings and quotations for research work for industrial customers	Desirable	App/CV/ Interview
D4	Experience of preparing and delivering reports from complex data	Desirable	App/CV/ Interview
<b>Job Related Skills and Achievements</b>			
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	Essential	App/CV/ Interview
E5	Strong IT skills including proficiency with Microsoft Office applications and experience of working with management reporting tools	Essential	App/CV/ Interview
E6	Excellent organisational, prioritisation and time management skills with ability to work under pressure and to tight timescales	Essential	App/CV/ Interview
<b>Personal Attributes</b>			
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	Essential	App/CV/ Interview
E8	Enthusiasm, energy and a professional approach with the ability to communicate at all levels.	Essential	App/CV/ Interview
E9	A motivated self-starter who can work to deadlines with minimal supervision.	Essential	Reference
E10	Confidence and willingness to bring fresh ideas to the role	Essential	Interview
<b>Other Relevant Factors</b>			
D5	Willing to work flexibly and with a customer focused approach	Desirable	Application/CV
D6	Willing to travel within the UK to support work activity (e.g. project meetings, trade shows, exhibitions, etc.).	Desirable	Application/CV
D7	Valid UK driving license	Desirable	Application/CV

## Application Procedure

Applicants should visit Strathclyde's vacancies portal and complete an online application form including the name of three referees who will be contacted without further permission, unless you indicate 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.

The University of Strathclyde encourages the recruitment of disabled and neurodivergent candidates. If you require any reasonable adjustments or support at any stage of the recruitment or application process, please contact us at [humanresources@strath.ac.uk](mailto:humanresources@strath.ac.uk), and we will be happy to assist you. This includes supporting you with the option to submit a paper application or a CV instead of completing the online application form.

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## Interviews

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

The University is a Disability Confident Employer and operates a guaranteed interview scheme for disabled candidates who meet all the essential criteria for the post that they are applying for.

## 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/workforus>).

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

## Conditions of Employment

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

## Rewards and Benefits

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Our comprehensive benefits package, including generous annual leave, family-friendly benefits, flexible work options, and a commitment to continuous learning, reflects our appreciation for the valuable contributions of our colleagues.

We understand that each staff member has unique priorities and lifestyles, so our diverse benefits ensure there is something for everyone, details of which can be found on our [Rewards and Benefits webpage](#).

- **Financial Rewards:** We provide attractive financial packages, including competitive salaries, relocation support for employees and a generous pension scheme, with university contributions of 14.5%.
- **Work-Life Balance:** We are dedicated to enhancing healthy work-life balance for our employees. We offer generous annual leave, an additional annual leave purchase option, flexible and agile work arrangements.
  - Annual Leave: Generous entitlement of 31 days, in addition to 11 public holidays and University closure days.
  - Additional annual leave purchase: Option to request purchase of 2 weeks' additional annual leave per year.
  - Flexible and agile working: The University provides flexible work arrangements. You can request arrangements that fit you and your role, such as hybrid, part-time, compressed hours, term-time, adjusted shifts, staggered hours. These requests can be made from the first day of your employment.
- **Family Friendly Benefits:** We offer a variety of enhanced family-friendly benefits to support our employees in balancing work and family responsibilities. These include Maternity Leave, Paternity/Maternity Support, Adoption Leave, Shared Parental Leave, Parental Leave, Carers Leave and support, Family Friendly Research & Scholarship Leave, and access to our on-campus nursery.
- **Career Development:** Our commitment to personal development is reflected in initiatives such as professional courses, subsidised educational programs, coaching and mentoring, leadership development, secondment opportunities, and access to our library.
- **Health & Wellbeing:** We place high importance on the safety, wellbeing, and health of all our staff and offer discounted Strathclyde Sport membership, an Employee Assistance Programme (EAP), Occupational Health Service, and Cycle to Work scheme.
- **Recognition Awards:** At Strathclyde, we place a strong emphasis on acknowledging and rewarding our staff's commitment and exceptional contributions. This is demonstrated through our Long-Service Awards and our Values-based Strathclyde Medals.

## Pre-Placement Health Screening

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If you are offered a job with us, you'll be encouraged to let us know about any disability, medical condition, or neurodivergence you have by completing a confidential pre-placement health questionnaire. Completing the questionnaire is entirely voluntary but by doing so we can put in place the right support and make any reasonable adjustments before you start.

## Probation

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Where applicable, the successful applicant will be required to serve a 9 month probationary period.

## Pension

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

## Relocation

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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

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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+, disabled candidates and candidates from lower socio-economic groups and care-experienced backgrounds.

The University currently holds an [Athena Swan Silver award](#), recognising our commitment to support and transform gender equality within higher education and research.

## University Values

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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.

In delivering **our People Strategy**, we will contribute, act, and make decisions guided by these values.

- **People-oriented:** committed to our staff and students, providing opportunities, and investing in their development.
- **Bold:** confident and challenging in what we do, and supportive of embracing appropriate and managed risk in our decision-making.
- **Innovative:** focused on discovering and applying knowledge with impact and encouraging creative thinking and new ideas.
- **Collaborative:** working together, with our colleagues and external partners, with integrity and in an open, respectful way.

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- **Ambitious:** for our institution, staff and students as well as supporting the ambitions of our partners.



# Conditions of Employment

## Administrative and Professional Services Staff Grades 6 and above

### 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, the Privy Council. Staff are also expected to familiarise themselves with, and adhere to, general University policies and procedures, as published on University web pages.

The University Court recognises Strathclyde University and College 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 Administrative and Professional Services staff in Grades 6 and above. Such terms and conditions may be varied by the University Court after negotiation and consultation with SUCU.

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

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

Any member of staff may at any time be exposed to commercially sensitive information, information related to potentially valuable intellectual property or information which may otherwise be of a confidential nature. This information, which could be found anywhere in the University, may be written or disclosed orally, can include information of a commercial or technical nature, and may be owned by the University or by third parties. The University requires all employees to keep any such information confidential in the first instance and not disclose, publish or otherwise disseminate it without prior consent of the University. Such confidentiality obligations are commonplace and in the commercial interests of the University. When in doubt advice should always be sought from Research and Knowledge Exchange Services prior to disclosure.

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 9 months for those at grades 6 and 7, and 12 months for grades 8 and above. Further guidance on probationary procedures is published at [www.strath.ac.uk/staff/policies/hr](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/staff/policies/hr](http://www.strath.ac.uk/staff/policies/hr).

### 2. SALARY

Appointments are made at an appropriate salary point on the University's grading structure, with initial placing determined according to qualifications and experience. Increments are paid to staff on 1 April each year, when the employee has a minimum of 6 full months of service at the appointed grade, allowing progression to the next point on the salary scale until the top guaranteed point of the scale is reached.

Arrangements in relation to overtime, additional hours, non-standards and on-call working are published at [www.strath.ac.uk/staff/policies/hr](http://www.strath.ac.uk/staff/policies/hr).

Salaries are paid directly to staff members nominated bank account, normally on the second last working day of the month.

### 3. HOURS OF WORK

The normal working week is 35 hours. Unless otherwise indicated in an individual's letter of appointment, the normal hours are 9.00am to 5.00pm Monday to Friday with a one hour lunch break. Certain members of staff may be required to work some hours outwith this normal pattern and this should be agreed locally.

Overtime rates do not apply to staff grades 6 and above. Where a Head of Department/School/equivalent requests additional work, above the standard working week to meet the particular requirements of the Department, equivalent time off in lieu may be granted by prior agreement.

### 4. HOLIDAYS

Annual leave entitlement is 31 days per year to be taken by agreement with the line manager. For staff members working on a part-time basis, holidays will be calculated on a pro-rata basis.

In addition to annual leave there is an entitlement to 11 public holidays per year which should be taken on days that the University is closed for this purpose. The University presently closes for 4 additional days over the Christmas and New Year period. **These additional days count against the annual leave entitlement.**

For staff members working on a part-time basis, public holiday entitlement will be calculated on a pro-rata basis.

Annual leave and public holiday entitlements should be taken in the leave year to which they relate. Up to 5 days leave can be carried forward into the new leave year subject to line management agreement. In exceptional circumstances, Heads of Department/School/equivalent may approve carry forward of accrued annual leave in excess of 5 days.

The University's expectation is that staff take all accrued holidays prior to their termination date. If staff have exceeded their entitlement the University will deduct an equivalent number of days pay from final salary payments.

## 5. SICKNESS ABSENCE

During any period of absence through illness or injury provided the appropriate notification and certification procedures have been followed 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:

<b>Period of Continuous Employment at start of absence from work</b>	<b>Full Pay</b>	<b>Half Pay</b>
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 Work and Pensions. For full details on the general University policy in this area please refer to the Sickness Absence Management Policy at [www.strath.ac.uk/staff/policies/hr](http://www.strath.ac.uk/staff/policies/hr).

## 6. PENSIONS

If you are under age 75 at the date your appointment commences you will automatically become a member of the pension scheme operated by the University — the Universities Superannuation Scheme (USS). You will be admitted to the career revalued benefits scheme called the USS Retirement Income Builder; the contribution rate that currently applies is 6.1% of pensionable salary. A threshold applies to the maximum salary that counts towards the USS Retirement Income Builder. The current threshold from 1 April 2026 is £74,208 per year. Contributions based on salary above the monthly equivalent rate of the threshold are paid to the defined contribution section of the scheme called the USS Investment Builder. Please use the following link to access information, including the USS Member Guide: <https://www.uss.co.uk/for-members/youre-a-new-joiner>. The scheme booklet is called 'Your Guide to the Universities Superannuation Scheme'.

The University operates a salary exchange arrangement, Pensions Plus, for members of the USS. Pensions Plus enables pension contributions to be made in a manner so that both employees and the University can benefit from available National Insurance Contribution savings. You will be automatically included in Pensions Plus, provided it does not adversely affect your take-home pay or your ability to claim certain state benefits. If your earnings fall below the Pension Plus pay protection limit you will be opted out of Pension Plus. This will not affect your membership of the USS.

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 Normal Pension Age. Regardless of whether you participate in Pensions Plus, if you are a member of the pension scheme for two years or more you are not entitled to a refund of pension contributions on leaving the scheme, you will be entitled to a pension benefit.

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 SharePoint \(staff login required\)](#). Full information regarding USS can be found on the USS website – [www.uss.co.uk](http://www.uss.co.uk).

## 7. PLACE OF WORK AND RESIDENCE

Members of staff will be based on the John Anderson Campus, unless otherwise stated in the letter of appointment. The Department/School in which the post is initially placed will be specified in the letter of appointment although there will be an expectation to work at such other places as required in the course of employment.

If the need arises for members of staff to work outside the UK 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.

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

## 8. CONSULTANCY/FURTHER ACTIVITIES

To support the strategic objectives of the University and to facilitate individual professional development, the University encourages staff to engage in professional activities with outside bodies related to their field of work. In many cases, such activity will be approved on the basis that it represents University knowledge exchange activity and should therefore be treated as part of the individual's overall workload and managed through the University's systems. It is also recognised that there will be some cases where an activity is entirely separate from the University and should thus be notified/approved as a personal business activity. For further information please refer to the "University Procedure in relation to Work for Outside Bodies including Consultancies", which forms part of the employment contract and can be accessed at [www.strath.ac.uk/staff/policies/hr](http://www.strath.ac.uk/staff/policies/hr).

## 9. DISCIPLINARY AND GRIEVANCE PROCEDURES

Further information on the University's disciplinary and grievance procedure can also be found at [www.strath.ac.uk/policies/hr](http://www.strath.ac.uk/policies/hr) or on request from Human Resources.

## 10. NOTICE AND TERMINATION

The employment of a member of staff is terminable by at least three months 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 month's notice in writing. The University is not obliged to continue a fixed term appointment beyond the employment period. For employees appointed above Grade 10, the notice period for both the employer and employee will be 6 months, except during the probationary period when a one month's notice period will apply. One month's notice will also apply for fixed term contracts terminated short of the expiry date.

Revised April 2026