

KTP Associate: Innovation Systems Analyst

Department	Design, Manufacture and Engineering Management (www.strath.ac.uk/dmem/)		
Faculty	Faculty of Engineering (www.strath.ac.uk/engineering/)		
Staff Category	Knowledge Transfer Partnership	Reference No	204800
Reports To	Dr Kepa Mendibil (Academic Supervisor) and Matthew Cornes (Industrial Supervisor)	Grade:	KTP/RS79
Salary Range:	£28-£31.5k plus £4k personal development budget	Contract Type:	Fixed Term (24 months)
FTE	1	Closing Date	12 December 2019

Job Advert

This is a unique 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.

The successful candidate will be part of an exciting period of transformation for CYBG following the recent merger with Virgin Money. 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) – and it is now in the process of rebranding its business as a result of the Virgin Money acquisition.

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)

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 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

Job Description

Brief Outline of Job:

Innovation Systems Analyst

The focus of this role is on the development of the digital infrastructure and analytics system to support the innovation programme. The digital platform needs to enable a seamless flow of information of knowledge across all partners that enables value creation across the CYBG ecosystem. Providing the infrastructure will require the implementation of the latest digital application development methods and data science techniques. The Associate will need to carefully study best practices platforms infrastructures and adapt the key principles and applications to meet the needs of CYBG. The Associate will work in close collaboration with CYBG's advanced analytics team in developing and embedding innovative data science capabilities that will drive continuous learning processes enabling the identification of new service opportunities.

This will require expertise in:

- Open digital application development
- Data science methods and techniques
- Commercialisation of open systems data

Main Activities/Responsibilities:

1.	Review CYBG's SME digital infrastructure and data strategy
2.	Develop digital platform and analytics systems
3.	Manage the collection and analysis of data of SME service interactions
4.	Develop training activities to support the development process of the digital and analytics system and ensure sustainability and scalability of the platform
5.	Identify opportunities for new service development
6.	Prepare conference and journal articles related to the KTP
7.	Engage in continuous professional development with 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 degree in data science, business analytics or operations management

Experience

E2 Work experience in a related field

E3 Understanding of data science and/or business analytics methods and experience in using them in a business context

E4 Experience of participating in technical system design or involvement in technical operations functions (such as information systems, operations management, facilities management etc.)

E5 Understanding of information systems and experience of using these to drive business decisions

D1 Experience of working in a project management environment

D2 Experience as part of a management or leadership team

D3 A history of leading the delivery of change results across teams/divisions

Job Related Skills and Achievements

E6 Project management capabilities

E7 Strong IT skills - particularly system development capabilities and use of modern data science and analytics methods

E8 Ability to understand and lead technical process and systems development

D4 Ability to build strategic business cases and make commercial argument

D5 Change leadership capabilities

E9 Ability to engage with academic and practitioner literature – reviewing and writing

Personal Attributes

E10 Strong interpersonal skills

E11 Ability to work independently, as well as part of a team.

E12 Ability to prioritise multiple tasks and meet deadlines

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 Kepa Mendibil, Principal Teaching Fellow (kepa.mendibil@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](#).

Interviews

It is anticipated that interviews will be held on 20 and 23 December 2019 or after 3 January 2020.

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

Knowledge Exchange Staff

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 Universities 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 Knowledge Exchange Staff. 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/publicinterestdisclosure. 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 <http://www.strath.ac.uk/staff/policies/hr/>.

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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.

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 the 12 month anniversary of their appointment. Where this is not the first of the month, the increment will be paid on the first of the month directly

after the 12 month anniversary. This allows 1 progression to the next point on the salary scale until the top guaranteed point of the scale is reached.

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

3. HOURS OF WORK

Working time is that required to fulfil the duties of the post. The University Court recognises that Knowledge Exchange staff carry out their duties in a variety of ways appropriate to the nature of their role, but expects work to generally be performed during normal working hours on week days. There are exceptions to this pattern which may involve contact at other locations or in the evenings, or at weekends, but these arrangements will be made with the agreement of the member of staff concerned.

Duties may, by arrangement with Head of Department/School/Director, include some teaching associated with the post (up to a maximum of 40 hours per semester) for which no additional payment will be made.

Additional work which does not fall within the scope of that described above may by arrangement attract payment which must be authorised and processed through the payroll.

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 eleven public holidays per year which should be taken on days that the University is closed for this purpose. The University presently closes for four 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 five days leave can be carried forward into the new leave year subject to line management agreement. In exceptional circumstances, Heads of Department/School/Director may approve carry forward of accrued annual leave in excess of five 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:

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 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.

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 8.8% of pensionable salary. A threshold applies to the maximum salary that counts towards the USS Retirement Income Builder. From 1 April 2019, the threshold is £58,589.70 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. Information regarding USS can be found in the scheme booklet located on the website: <https://www.uss.co.uk/members/members-home/resources/factsheets-and-member-guides>. The scheme booklet is called 'Your Guide to the Universities Superannuation Scheme'.

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.

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). 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

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 <http://www.strath.ac.uk/hr> www.strath.ac.uk/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 or on request from Human Resources.

10. 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.

Revised April 2019