

JOB DESCRIPTION	
Job title: Business Development Officer	Accountable to: Business Development Manager, UAL Awarding Body
Contract length: Permanent <i>OR</i> no. of months	Hours per week: 35 Weeks per year: 52
Salary: £29,358 - £35,839 per annum	Grade: 3
Service: UAL Awarding Body	Location: UAL, 272 High Holborn
<p>What is the Awarding Body?</p> <p>The department of Academic Enterprise (AE) leads the University of the Arts London's third stream income operations and is integral to the University's long term development. Its mission is to increase the amount of income generated by the University from non-core teaching and research activities. It builds on, and includes, the successful UAL Short Courses Ltd, UAL Awarding Body, the Language Centre, college and research based enterprise, business and innovation operations. Academic Enterprise not only integrates and bolsters a wide range of business and client facing work across the University but is also developing new products and services for new and existing markets.</p> <p>Academic Enterprise is a successful, growing, department with a combined turnover of £31m in 2016/17, mostly from B2C activities. There are approximately 195 staff working in Academic Enterprise operations in all UAL's colleges as well as central university services. Around 70,000 students study on short courses or qualifications offered by AE business units.</p>	
<p>What is the purpose of the role?</p> <p>The role will support the acquisition of new customers, as well as the retention of existing customers. It will also provide administrative support in the development of new products and services, ensuring that all new projects are planned, managed and delivered on-time and to budget.</p> <p>The role requires an outcome and delivery focused individual who can work effectively with colleagues from across the Awarding Body as well as staff from our partner colleges.</p> <p>This role is based in UAL Awarding Body, the University's regulated awarding organisation, which is part of Academic Enterprise.</p>	
<p>Duties and Responsibilities</p> <ul style="list-style-type: none"> To organise, plan and coordinate business development activities, including: liaising with Centres to arrange approval visits; conducting desk research on potential targets; filtering and prioritizing enquiries; estimating cohort sizes and tracking revenues; organizing meetings and travel. To support the planning, administration and project management associated with designing and developing a wide range of new products and services to support education in the visual arts, performing arts, design and media at Levels 1 – 5 of the national qualifications framework. To take responsibility for and ownership of project plans and to drive activity and actions to ensure that deadlines, budgets and quality measures are achieved. Work collaboratively and communicate clearly with other teams, including Academic Standards, Marketing and Quality and Operations, to ensure business development activity is completed efficiently and to a high standard. Understand and successfully utilise university-wide systems and processes including those relating to contracting and procurement, catering and room booking and finance. To develop a detailed understanding of UAL Awarding Body qualifications and assessments providing high advice, guidance and support in response to written, email and telephone queries from external moderators and Centre staff. 	

- To maintain accurate, auditable records of all qualification development and other activities utilising the Awarding Bodies IT system (QUARTZ) along with paper and other electronic records.
- To develop trusted and productive relationships with academic staff at the Awarding Body's Centres.
- To comply with relevant legislation and University/UAL AB procedures governing the maintenance and management of personal data.
- To travel to prospective and currently approved Centres located across the UK, which may involve overnight stays, to promote uptake of UAL Awarding Body qualifications.

General

- Assume other reasonable duties consistent with your role, which may be assigned to you anywhere within the University.
- Undertake health and safety duties and responsibilities appropriate to the role.
- Work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- Undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities.
- Make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness.
- Conduct all financial matters associated with the role accordance to the University's policies and procedures, as laid down in the Financial Regulations.

Key Working Relationships

Managers and other staff, and external partners, suppliers etc; with whom regular contact is required.

- Deputy Director
- Business Manager
- Qualifications Manager
- Chief Examiner & Academic Advisor
- Chief Examiners
- Head of Quality and Operations
- Academic staff in Approved Centres

Specific Management Responsibilities

Budgets:

Staff:

Other (e.g. accommodation; equipment):

Last updated: 19/03/2018

PERSON SPECIFICATION	
Specialist Knowledge/Qualifications	Is able to work independently Commits to own development through effective use of the University's appraisal scheme and staff development process. Degree or equivalent professional qualification.
Relevant Experience	Significant experience of: working with clients, supporting business development, or administration in the Further Education or Schools sectors.
Teamwork	Works collaboratively in a team and where appropriate across or with different professional groups.
Communication Skills	Communicates effectively orally, in writing and/or using visual media.
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve problems.
Leadership and Management	Supervises and motivates individuals or a team effectively, setting clear objectives to manage performance.
Planning and Managing Resources	Plans, prioritises and organises work to achieve objectives on time.
Professional Practice	

Please make sure you provide evidence to demonstrate clearly how you meet these criteria, which are all essential unless marked otherwise. Shortlisting will be based on your responses.

Last updated: 9/12/2019