

JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Business Manager: Business & Innovation		Accountable to: Associate Director Business and Innovation
Contract Length: 1 year fixed term contract	Hours per week/FTE: 1.0 FTE	Weeks per year: AYR
Salary: £38,694 pa	Grade: 5	
College/Service: London College of Fashion		Location: 20 John Princes Street, London, W1G 0BJ and moving to Stratford in 2023

London College of Fashion's Business & Innovation (B&I) team cultivates industry partnerships and links through consultancy, collaboration and industry projects. Business & Innovation plays an important role in delivering the College's Knowledge Exchange strategy, providing platforms for the benefit of our students, graduates and staff that support local and global enterprise, boosting economic development as well as creating social value.

Purpose of Role:

Based in the Graduate Futures, Business & Innovation (GFB&I) department, the role of Business Manager, B&I, is to develop and manage London College of Fashion's portfolio of income generating student and graduate industry projects.

Working closely with the Associate Director Business and Innovation, Head of Business Development Business & Innovation and Head of Business Development Graduate Futures. the role will be focused on embedding models for LCF's Sponsored Student Projects (SSPs) and Graduate Consultancy Projects (GCPs). Building on leads brought in by the Heads of Business Development and client enquiries, the role will shape project concepts, advance them into fully formed, innovative projects and then work with the client and academic colleagues to see them through to successful end result.

The role will contribute to generating income against annual department KPI targets, and will directly contribute to the development of strategic partnerships with industry, public & third sector organisations. It will be a pivotal role for aligning our links with external parties to our curriculum offer, through projects that bring live industry know-how into our teaching.

The role will hold strong relationships with academic and professional services staff to ensure projects are a good fit with our values and academic delivery. Additionally, searching for further opportunities for engagement across the college, such as consultancy, contract research or other forms of sponsorship.

The role will be focused on enhancing the student experience in a fair and equitable way through these projects, and will actively promote LCF's Equality, Diversity and Inclusion values.

The post holder builds and nurtures links across the University and other external organisations to amplify opportunities for cross selling and works collaboratively across the Graduate Futures & Business Innovation team to maximise the potential of the resources and expertise available.

Duties and Responsibilities:

- Working closely with the two Heads of Business Development (B&I and Graduate Futures), provide customer management to external organisations across the fashion sector and beyond, in order to manage and support the delivery of income-generating student and graduate consultancy projects.
- Effectively collate and, where appropriate, reply to external enquiries that come directly to the college and via UAL enquiries, to ensure opportunities are developed or referred as needed to gain maximum benefit and impact for LCF.
- Build strong relationships and work closely with academic staff to develop and shape project briefs to ensure a good fit with the needs of the curriculum. Working in particular with LCF's three schools'

Knowledge Exchange Leads, Creative Directors and staff on the Knowledge Exchange Academic Career Pathway.

- Work with LCF Internal and External Relations (IER) team alongside the Heads of Business Development to manage any communications requirements for projects, in line with the college's communications strategy and requirements of the external organisation. Also to work with colleagues to promote this work internally within LCF and across UAL, and to assist by gathering the impact and outcomes achieved by the projects.
- Manage the setup of projects and work closely with professional services staff to ensure projects are compliant with university policies relating to contracts, finance, tax, procurement and any other areas as required.
- Ensure the use of student, graduate or UAL intellectual property is properly managed according to UAL policy.
- Provide project briefings in collaboration with the Heads of Business Development to students, graduates, academic colleagues or other stakeholders, as required, to ensure the briefs and project requirements/processes are clearly understood.
- Track project delivery against agreed milestones/objectives to ensure each project is on track and delivered as planned, and provide support or notify relevant colleagues as appropriate in a timely manner if any issues arise.
- To develop and maintain effective reporting and monitoring strategies for all B&I business development activities, and ensure Salesforce customer relationship management platform is kept up to date on an ongoing basis.
- Follow financial procedures for raising invoices and making payments in accordance with agreed project plans. Monitor project income/spend according to the university's guidelines, and produce periodic reports for the Associate Director Business & Innovation.
- Cross-sell other elements of LCF's offer to external partners and ensure relevant colleagues are brought into discussions in a timely manner in order to maximise opportunities.
- Bring learnings and know-how from interactions with industry to the wider Graduate Futures, Business & Innovation department to ensure continuous improvement of our offer to our students, graduates and external organisations.
- Actively promote and employ an approach of inclusivity and widening participation to ensure each project's partner, content and structure aligns with LCF's Equality, Diversity and Inclusion values.
- To produce high quality documentation, including client proposals/pitch decks, reports, presentations, correspondence and minutes
- To monitor resources and budgets as appropriate.
- To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University.
- To undertake health and safety duties and responsibilities appropriate to the role.
- To work in accordance with the University's Staff Charter and Dignity at Work Policy, promoting equality diversity and inclusion in your work
- To 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.

- To 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.
- To personally contribute towards reducing the University's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022).
- To conduct all financial matters associated with the role in accordance with 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.

- Associate Director Business & Innovation
- Head of Business Development, Business & Innovation
- Head of Business Development, Graduate Futures
- School Knowledge Exchange Leads
- School Creative Directors
- Knowledge Exchange Academics
- Enterprise Contracts Manager and Administrator
- LCF's Internal & External Relations team
- UAL Creative & Cultural IP Rights Specialist
- LCF Finance Team
- UAL tax team
- Industry clients

Specific Management Responsibilities

Budgets: Yes

Staff: N/A

Other (e.g. accommodation; equipment): N/A

Signed _____ Date of last review _____
(Recruiting Manager)

Job Title: Business Manager, Business Innovation Grade:5**Person Specification**

Specialist Knowledge/ Qualifications	<p>Educated to degree level.</p> <p>Working knowledge of fashion and/or creative industries.</p> <p>Customer relationship management expertise within a relevant sector, Specifically in the areas of new business, client management, scoping and delivering briefs, managing income generating projects.</p>
Relevant Experience	<p>Strong customer service experience with demonstrable client relationship management experience.</p> <p>Project management, monitoring and reporting.</p> <p>Understanding of IP in a creative context.</p> <p>Strong experience of developing high quality, compelling client proposals/pitch decks.</p>
Communication Skills	<p>Communicates effectively orally and in writing adapting the message for a diverse audience in an inclusive and accessible way</p>
Planning and managing resources	<p>Plans, prioritises and manages resources effectively to achieve long term objectives</p>
Teamwork	<p>Works collaboratively in a team and where appropriate across or with different professional groups</p>
Student experience or customer service	<p>Builds and maintains positive relationships with students or customers</p>
Creativity, Innovation and Problem Solving	<p>Suggests practical solutions to new or unique problems</p>

The application form sets out a number of competence questions related to some of the following selection criteria. Shortlisting will be based on your responses to these questions. Please make sure you provide evidence to demonstrate clearly how you meet these criteria

Last updated: March 2021