

JOB DESCRIPTION	
Job title: Knowledge Exchange Continuous Improvement Manager	Accountable to: Director: Knowledge Exchange
Contract length: Permanent	Hours per week: 35 Weeks per year: 52
Salary: £45,603 to £54,943 per annum	Grade: 6
Service: OEA/Academic Enterprise	Location: High Holborn
<p>What is Academic Enterprise?</p> <p>The cross-UAL 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. As well as a focus on increasing the amount of income generated by the University from non-core teaching and research activities AE also generates opportunities for students and graduates to engage with external businesses and other organisations. AE includes UAL Short Courses Ltd, the Language Centre, the UAL Awarding Body and the UAL college based business and innovation operations.</p> <p>Academic Enterprise not only integrates and bolsters a wide range of business and client facing work across the University but also develops new products and services for new and existing markets. Its business units are expected to have a combined turnover of £32m in 2017/18, mostly from B2C activities. The surplus generated by the work of the AE business units feeds directly into the teaching and research activities of the University.</p>	
<p>What is the purpose of the role?</p> <p>UAL engages in a significant volume and diversity of Knowledge Exchange activities, and is in the process of developing an ambitious new strategy for its further growth and development. This role will support the implementation of this strategy and help to prepare the University to meet the requirements of the forthcoming Knowledge Exchange Concordat, with a particular focus on enhancing our policies, protocols, and processes.</p> <p>This post will directly support the Director of Knowledge Exchange, and colleagues working in Knowledge Exchange (KE) across UAL, in the following areas:</p> <ul style="list-style-type: none"> • leading on the delivery of a continuous improvement programme of projects and initiatives, with the aim of enabling delivery of the highest standards of KE consistently across UAL; • managing any organisational change related to the implementation of KE continuous improvement activities or other projects; • managing internal reporting of KE performance data, as well as ensuring ongoing enhancement of the capture, storage and analysis of such data; • supporting external reporting of KE performance data • managing internal and external KE communications; • managing delivery of KE staff training offer and events programme; • supporting the implementation of the University's KE Strategy, and any related strategic development projects. 	
<p>Duties and Responsibilities</p> <p>Leading on delivery of a continuous improvement programme for KE across UAL</p> <ul style="list-style-type: none"> • To lead on successful management and delivery of the continuous improvement programme (CIP) of projects for UAL's KE environment, covering areas such as: <ul style="list-style-type: none"> ○ KE policies, protocols and processes ○ KE performance data ○ KE impact evaluation 	

- KE communications
- KE staff development offer (incl. related events)
- New KE product and service development
- To support the Director of Knowledge Exchange in liaising with other UAL/College teams to ensure all aspects of the CIP are fully integrated and aligned, as necessary, with other UAL initiatives, projects and departments, and to continuously monitor this situation.
- To manage any project budgets related to the CIP, and to provide regular internal progress and budget reports – incl. budgeting for future years of CIP delivery.
- To develop, manage and regularly update a risk register for the CIP, and provide regular progress update and evaluation reports on the CIP to the KE Management Group and KE Academic Committees.

Managing change in UAL's KE environment

- To identify and implement successful change management strategies, where necessary, to support the implementation of new KE developments across UAL – either as part of the CIP or other initiatives;
- To ensure connectivity and continuity across new KE development initiatives, ensuring that all stakeholders are aware of project dependencies and linkages, and have the chance to input or feedback on change processes;
- To monitor and report on the progress of change and to advise senior management of any emerging risks or other issues that could affect positive progress.

Managing capture and reporting of KE performance data

- To work successfully with colleagues across UAL to ensure the effective capture and storage of KE performance data (including through use of Elements), and to act as the first point of contact for responding to and resolving issues and queries relating to KE data;
- To manage the regular internal reporting of KE performance data, as well as supporting the Director of Knowledge Exchange with meeting the requirements of the new Research England KE Framework (KEF), and other KE-related external reporting requirements;
- To provide support to the Director of Knowledge Exchange in the annual reporting and analysis of HE-BCI survey data, including working with UCPU to dashboard such data and produce benchmarking performance reports.

Managing internal and external KE communications

- To work with the AE Communications Co-ordinator to ensure that KE-related content for the University website and intranet are regularly updated;
- To ensure that information is collected for the monthly internal KE newsletter and that it is produced in a timely fashion.
- To ensure the production and/or commissioning of KE case studies for internal and external purposes.

Managing delivery of KE staff training offer and events programme

- To manage the successful development and delivery of an annual KE staff training and events programme;
- To ensure the regular evaluation and refresh of these programmes so that they are providing a high quality and relevant offer with appropriate levels of participation.

Supporting implementation of the KE Strategy

- To work with the Director of Knowledge Exchange to co-ordinate the implementation of the KE Strategy and CIP, through the appropriate governance structures, ensuring that it is effectively communicated to the wide range of people who are responsible for delivering it, and that progress against the KE Strategy objectives is effectively monitored and reported on.

- To work with the Director of Knowledge Exchange and senior management staff involved in Knowledge Exchange delivery across UAL in the successful management and delivery of strategic development projects and initiatives as they arise, including research for new areas of development.

General

- To contribute to the development of a wider UAL KE community of practice through, for example, design and delivery of training workshops for staff engaging in KE projects and activity.
- To perform such duties consistent with your role as from time to time may 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 Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work.
- To personally contribute towards reducing the University's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022).
- 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 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

Internal

- Director of Knowledge Exchange, Director of Academic Enterprise, Industrial Strategy Projects Development Manager, College Directors of Business and Innovation, Head of Careers and Employability, Directors of Change Management
- Dean of Research, Deputy Directors of Research Management & Administration
- Academic Enterprise Administrative Assistant, Academic Enterprise Communications Co-ordinator
- Staff working on KE-related activities across UAL
- Other staff in central services and in the colleges

External

- Clients and strategic partners of UAL
- Staff working in Research England
- KE professionals at other HEIs

Specific Management Responsibilities

Budgets: Project budgets related to the CIP or other KE development projects

Staff: AE Communications Co-ordinator

Other (e.g. accommodation; equipment): Business section of UAL website, and KE pages of UAL intranet

Last updated: 15th Feb 2019

PERSON SPECIFICATION	
Specialist Knowledge/Qualifications	<p>First degree in humanities subject</p> <p>Good knowledge of the regulatory and policy environment of higher education – particularly as these relate to Knowledge Exchange</p> <p>Good awareness of the diversity of Knowledge Exchange mechanisms, models and practices.</p> <p>Knowledge of programme, project and change management methodologies relevant to an HE/business environment. (Higher Education experience desirable)</p>
Relevant Experience	<p>Experience of managing complex inter-departmental projects, working across different teams and cultures to effectively implement behaviour and culture change</p> <p>Experience of developing and implementing new policies and processes to support business change.</p> <p>Experience in line management of staff with responsibility for communications, staff development, and/or events management.</p> <p>Experience of managing consultants and other sub-contractors in timely delivery of project work.</p> <p>Experience of managing multiple workstreams, and ensuring integration and cross-benefits.</p>
Communication Skills	Communicates effectively orally and in writing adapting the message for a diverse audience in an inclusive and accessible way
Leadership and Management	Motivates and leads a team effectively, setting clear objectives to manage performance
Professional Practice	Contributes to advancing professional practice/research or scholarly activity in own area of specialism
Planning and Managing Resources	Plans, prioritises and manages resources effectively to achieve long term objectives
Teamwork	Works collaboratively in a team and where appropriate across or with different professional groups
Creativity, Innovation and Problem Solving	Suggests practical solutions to new or unique problems

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: 15th Feb 2019