

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>The role will work directly with the Director of Knowledge Exchange, as well as colleagues working in Knowledge Exchange (KE) across UAL, and will have responsibility for 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>Development of new KE projects</p> <ul style="list-style-type: none"> • To pro-actively initiate discussions with UAL academic staff and Business & innovation colleagues across UAL's Colleges and Institutes, in order to identify and progress new opportunities for developing KE projects. • To pro-actively engage with HE and industry to identify potential new partners and opportunities for collaboration across all of UAL's knowledge exchange services. 	

- To pro-actively identify funding and client opportunities, and provide information and training workshops to academic and other UAL staff, regarding the development, management and benefits of KE projects.
- To provide support to UAL project leads with all aspects of proposal and partnership development.

Support for KE and Contract Research activities

- To act as the first point of contact for pre- and post-award management of KE and contract research activities, providing an efficient interface between UAL project leads and central services, incl. Finance, Legal HR etc.
- To liaise with UAL's Research Management and Administration department, and the College Business & Innovation teams regarding the appropriate costing & pricing of activities.
- To manage the negotiation, agreement and sign-off of all contracts, as well as their secure storage, in accordance with the funder's and UAL's Contracts Protocol.
- To ensure project management support is in place, where relevant, for KE and Contract Research activities, to ensure efficient monitoring and reporting of progress and outputs, and the timely addressing of project issues.
- To provide day-to-day project management and administration support for projects and direct support to the project lead where this is not available locally within Colleges or Institutes.

Management of KTP projects

- To lead on partner liaison and project management for all KTP projects.
- To service all Local Management Committee (LMC) project meetings, providing all required documents in advance of all meetings, as well as timely and accurate minutes following each LMC.
- To work closely with Central Finance on the financial management of successfully funded KTP projects, ensuring that all financial reporting to LMC members and the funder(s) is timely and accurate.
- To provide direct support to LMC members with the production of the KTP Final Report, ensuring it is of the highest possible standard.
- To manage all communications materials for KTP, and to act as the first point of contact for KTP enquiries.

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.

As a senior member of the University the following applies:

- You are expected to work such hours as are reasonably necessary to fulfil the duties and responsibilities of the role.
- You may be required to work such additional/different hours as may from time to time be necessary for the proper and efficient discharge of duties which may include evenings, Saturdays, Sundays and bank holidays.
- You may be required to regularly travel to other sites as necessary.

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 in relation 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 a 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.

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