

Appointment of a Business Support Manager

The department

Economic and Social Engagement is home to an innovative group of staff whose work has an impact locally, nationally and internationally. We create and maintain relationships with communities, business, industry, and our local authority and educational partners. Our aim is to make available the knowledge and skills of our staff and students and to work with partners to bring about economic and social change that will benefit the community. Based in Brighton, East and West Sussex our remit includes:-

- developing an integrated strategy to enhance the capacity of the university to meet the economic and social challenges faced by our communities;
- enabling the university to achieve its commitment to social and community engagement;
- supporting staff and students to meet the needs of the communities of which they are a part;
- working with our many partners to develop new and innovative solutions that address the challenges we all face.



The Green Growth Platform (GGP)

The Green Growth Platform (GGP) will provide the intellectual infrastructure required to foster sustainable economic growth in Sussex. It will work with key partners to deliver a healthy innovation ecosystem, address strategic skills shortages and ensure that Low Carbon Environmental Goods and Services (LCEGS) sectors achieve and exceed the high growth rates predicted for the sector.

It is funded by a five year £2.9M grant from HEFCE with further funding for business grants and internships being provided by Coastal to Capital LEP via the Regional Growth Fund. The partners both public and private will contribute just over £3m of additional in-kind funding to ensure that the GGP has genuine strategic reach and is a practical vehicle for partnership working and delivery of activities and programmes to stimulate green growth.

The overarching aim of the GGP is to support the growth of SMEs in LCEGS sectors. The programme will have a particular emphasis on sustainable buildings/renewable energy, low carbon systems and waste management sectors.

The GGP will provide growth focused services to a network of 1,000 environmental sector SMEs in Sussex and will deliver the following outputs over the 5 year period:

No. of business actively involved	1,000
No. of businesses receiving intensive support	90
No. of new jobs created	250
No. of R&D / innovation industry projects undertaken	100
No. of new or enhanced products or services developed	25
No. of new modules or courses developed by HE and FE partners	15
No. of interns, placements or apprenticeships recruited by employers	50

These goals will be achieved by 4 interrelated work packages:

1. Business support and engagement: needs assessments, 1-2-1 coaching, B2B events, peer to peer groups, business engagement to increase uptake of energy efficiency / green technologies.
2. Knowledge and innovation: market intelligence, support company innovation and R&D for new/improved products and services, facilitate challenge led and open innovation, provide knowledge and innovation to underpin strategic sector initiatives.
3. Skills and training: Develop and deliver FE/HE courses to meet identified skills gaps, help SMEs to develop workforce and recruit skilled staff (e.g. placements, internships, apprenticeships), link students and young people into GGP activities.

4. Community engagement/sustainable infrastructure Community mapping to support SESP via Community 21, development of sustainable energy infrastructure.

The GGP will be delivered by a University of Brighton team, located within the Department of Economic and Social Engagement, comprising:

- Director
- Business Support Manager
- Business Forum Manager
- Business Researcher - Retrofit/Low Carbon Energy
- Business Researcher - Waste Management
- Project and Communications Manager
- Project Administrator

The business events programme will be sub contracted to a specialist organisation which will work closely with the GGP.

The Community University Partnership Programme (CUPP)

CUPP helps communities to engage with the university for mutual benefit. This includes: the community engagement module for students; managing the staff volunteering programme; facilitating networking to develop relationships and share learning; running a programme to fund community-university research, producing a range of publications to support and show case its work; hosting the CUPP network which promotes seminars and events.

Sussex Learning Network (SLN)

The SLN is a Sussex-wide strategic network of higher and further education providers and local authorities. It has a focus on collaboration and partnership working, higher level skills and workforce development, vocational progression into, and through, higher education. The SLN is currently funded until July 2014.

The Research Office

The Research Office contributes to the university research strategy by providing a high level of support and training to staff making grant applications and undertaking research. It supports staff in all stages of their research career by using its expertise to: promote funding sources; host development and network opportunities; advise on measuring impact; ensure that every bid stands the best chance of success; provide advice relating to publishing; help people manage their personal research profile.

The Training and Development Unit (TDU)

The TDU runs a range of range of open courses which meet local demand. When required they also create bespoke credit bearing and non-credit bearing courses linked to work with local, regional and national employers, and professional bodies. They liaise with all academic schools regarding their curriculum and CPD offers. They also host a pan-university community of practice.

[Contracts and Intellectual property \(IP\)](#)

The IP team manage the intellectual property portfolio for the university. They provide advice and guidance to staff and students on all IP matters including commercial opportunities and exploitation of IP. Additionally they negotiate, review, draft and authorise commercial contracts with external parties and individuals.

[Knowledge, Partnership Transfer \(KTP\)](#)

Funded by a national government scheme which provides up to 67% grant funding, a KTP is a partnership between a company, university and a graduate who work together to deliver a strategic project for the business. The KTP enables companies to access resources and expertise they need to innovate, grow and improve their performance. The KTP centre facilitates the whole process from concept to project completion. To date it has supported over 250 projects.

[Business Development and Enterprise \(BDE\)](#)

BDE is made up of a team of Business Development Managers (BDMs) who provide direct support for businesses who wish to grow and innovate. Embedded in schools and faculties they support knowledge exchange and transfer that enables businesses to benefit from the research expertise the university has to offer. They also support a range of initiatives that promote entrepreneurship.

Job sharing

The University of Brighton welcomes job sharers. Job sharing is a way of working where two people share one full-time job, dividing the work, responsibilities, pay, holidays and other benefits between them proportionate to the hours each works, thereby increasing access to a wide range of jobs on a part-time basis.

Potential job sharers do not have to apply with a partner. However, if a post is to be operated as a job share there must be at least two suitable applicants who wish to share the job.

A job share appointment will only be made if it has been demonstrated that both shortlisted applicants can do the job to the required standards and within a working pattern of hours that is agreeable to all parties. If one applicant is unsuitable, neither can be appointed unless an alternative potential job sharer has been shortlisted.

When applying as a job sharer please indicate this at the top of page 3 on the application form. We will need to know if you are applying with a job share partner and the name of that person. Also if the post is full-time but open to job sharers it would be useful if you could indicate whether you would be interested in the post on a full-time basis if no suitable partner can be found. If you have indicated that you would be willing to take up the position on a full-time basis then the normal recruitment procedure will be followed.

If you are interested in appointment on a job share basis, please contact Human Resources for a copy of the university's policy, procedure and guidelines for job sharing. Alternatively staff in Human Resources will be happy to answer any queries you may have.

The job	Details of the job are described in the attached job description.
The salary	<p>The salary will be in accordance with grade 8, which ranges from £40,046 to £46,400 per annum.</p> <p>Salaries are paid monthly in arrears through the BACS System directly into the bank or building society account of each member of staff. The university must pay salaries through the BACS system. They cannot be paid by cheque. It will therefore be important to supply account details in order to ensure prompt payment.</p>
Working week	Senior/managerial staff are expected to work such hours and at such times as are reasonably necessary in order to fulfil their duties and responsibilities. It would therefore be inappropriate to define the total hours to be worked in any week. A reasonable norm, however, having regard to the contractual position of other senior staff in the institution, would be 37, although this should not be regarded as a minimum or maximum.
Duration of the job	<p>The appointment is fixed term until 30 September 2018 because funding is of short term nature and longer term funding is uncertain.</p> <p>Should it subsequently be decided to fill the post on a permanent basis, it would be the university's normal practice to readvertise the post.</p>
Holidays	The annual leave entitlement is 27 days, which rises to 30 days after 5 years' continuous service. New members of staff are entitled to annual leave proportionate to their completed calendar months of service and entitlement for part-time staff is calculated on a pro rata basis. In addition to the eight Bank and Public Holidays each year, discretionary days are granted in late December to allow the University to remain closed between Christmas and the new year.
Terms & conditions	<p>In determining terms and conditions of employment, the university has regard to recommendations made through the appropriate national negotiating framework. These terms and conditions of service can be varied by local agreements reached through the university's local negotiating framework which comprises a Joint Negotiating Committee supported by two Common Interest Groups. These groups bring together representatives of the university and its recognised trade unions, which are:</p> <ul style="list-style-type: none"> • UCU University and Colleges Union • UNISON
Strategic plan	<p>Details of our Strategic Plan can be found at:</p> <p>http://staffcentral.brighton.ac.uk/xpedio/groups/Public/documents/staffcentral/doc013747.pdf</p>
How to apply	Please complete an application form or, if you prefer, send your CV along with a completed Equal Opportunities Monitoring/Personal Details form. These forms are available to download in both Word and .pdf formats from www.brighton.ac.uk/humanresources

Applicants are shortlisted on the extent to which they meet the selection criteria on the job description. Therefore, in your application form or CV, please ensure that you have clearly outlined how your skills and experience meet each of the selection criteria for this role, giving examples of particular relevant achievements.

Please send your application form/CV to Human Resources, University of Brighton, Mithras House, Lewes Road, Brighton, BN2 4AT. Fax: (01273) 642848. If you wish acknowledgement of receipt of your application, please send a stamped, self-addressed envelope.

Alternatively, you may also send your application via email to: humanresources@brighton.ac.uk. You should receive an acknowledgement via return email by 12.00 pm the next working day.

If you have not been contacted within three weeks of the closing date, you should assume that your application has been unsuccessful.

If you are shortlisted for interview, we will contact you via email (if you provided us with an email address). You may therefore wish to check your email regularly. If you do not have an email address, we will write to you.

Closing date

The closing date for applications is **Tuesday 21 January 2014**.

Interviews

Interviews are likely to take place during week commencing 10 February 2014.

**EG5096/km
18.12.13**



University of Brighton

Job description

Department	Economic and Social Engagement
Location	Brighton, TBC
Job title	Business Support Manager
Post number	EG5096
Grade	8
Responsible to	Director, Green Growth Platform

Main areas of responsibility

- 1. Create and deliver the business support work plan, as part of the wider Green Growth Platform (GGP) plan.**
- 2. Be responsible for the planning and design of the business support processes and services.**
- 3. Manage the delivery of business support to companies leading to growth and jobs.**
- 4. Lead the identification of common issues or company clusters and design / deliver targeted resources to support related development.**
- 5. Be responsible for monitoring and evaluation and communications in relation to the business support element of the GGP.**

Specific duties

- 1. Create and deliver the business support work plan, as part of the wider Green Growth Platform (GGP) plan.**
 - 1.1 Create and deliver the business support work plan including milestones and deliverables.
 - 1.2 Review and further develop the business support work plan on an on-going basis.

2. Be responsible for the planning and design of the business support processes and services.

- 2.1 Compile a comprehensive list of all business support, knowledge/innovation and training products and services available to Sussex based environmental sector companies and keep this updated.
- 2.2 Map national and international best practice in generic and green sector business support.
- 2.3 Design Small Medium Enterprise needs assessment process including criteria for selection of SMEs with growth potential.
- 2.4 Design a bespoke business support service, to include a package of GGP services i.e. specialist coaching, events, business to business (B2B) cluster/peer learning groups which builds on best practice and complements existing offer.
- 2.5 Design and document the business support process and customer journey.

3. Manage the delivery of business support to companies leading to growth and jobs.

- 3.1 Carry out 1-2-1 needs assessment with selected companies to assess growth potential and the support they require in order to realise potential.
- 3.2 Put in place a bespoke support package to facilitate growth for individual companies. This may include provision of services such as: specialist business support coaching, training, knowledge/innovation, placements/interns etc. Deliver relevant elements of the support package.
- 3.3 Monitor the delivery of the support package to individual companies, assess positive and negative outcomes and follow up on next steps and subsequent support which may be required.
- 3.4 Liaise closely with relevant business support organisations to ensure close links into major programmes such as Growth Accelerator, Enterprise Network Europe etc. Work with the UKTI and Enterprise Europe Network to link SMEs to export opportunities.

4 Lead the identification of common issues or company clusters and design / deliver targeted resources to support related development.

- 4.1 Identify common issues and topics which could form the basis for targeted events, B2B clusters, peer learning or co-creation groups.
- 4.2 Liaise closely with the GGP team to design and deliver events or groups to address those issues.

5 Be responsible for monitoring and evaluation and communications in relation to the business support element of the GGP.

- 5.1 Design the monitoring and evaluation systems to underpin all deliverables.
- 5.2 Produce reports on progress and make strategic recommendation around improvements for service delivery.
- 5.3 Optimise the needs assessment process and services according to the outcome of on-going monitoring and evaluation.
- 5.4 Ensure all information on services, products and projects delivered to the companies and results are provided to the Project Administrator for entering on to the CRM in line with the monitoring and evaluation system.
- 5.5 Liaise closely with Project Manager to ensure high quality, regular communications is sent to companies, including up to date information on products and services.
- 5.6 Liaise closely with the GGP team to ensure join-up between the different work packages.
- 5.7 Undertake other duties as may reasonably be required.

Selection criteria:

The criteria below indicate the qualities that are needed to do the job well. Candidates for the post will be selected according to the extent to which they meet them, with a view to developing the rest. Most of the criteria must be met in order to qualify for selection.

Essential:**Knowledge/qualifications:**

- A relevant degree/post graduate qualification (e.g. MBA)
Or:
- Significant and demonstrable experience gained in a business management and /or business support role(s) leading to growth
Plus:
- Demonstrable project management skills
- High level of specialist knowledge and engagement in the area of business growth and support (including strategy, finance, marketing etc.)
- Customer service awareness and skills

Communication: highly developed inter-personal skills; ability to create and sustain good communication with a variety of colleagues; understands the information needs of others; is able to communicate complex information in an understandable way orally and in writing, as suitable to the situation.

Sensitivity: helpful, cooperative, listens well and considers others' needs and perspectives

Self-motivation: sets and meets objectives on own initiative with a minimum of supervision; is able to handle ambiguity; is committed to all aspects of the job and to continuous self-development

Teamwork: flexible, co-operative, helpful, self-aware, collaborates well, respects ideas and expertise of others, acknowledges own strengths and weaknesses

Organisation: works systematically and with attention to detail; uses time efficiently; meets priorities and deadlines with a minimum of supervision and can resolve conflicts of interest.

Response to change: prepares and plans self and others for change; adaptable; investigative

Analysis and strategy: highly developed analytical and organisational skills; solves problems and develops plans successfully; thinks and plans strategically; is aware of implications

Technical skill: fast, accurate keyboard skills and detailed, accurate presentation

Desirable:

- High level of specialist knowledge and engagement in the area of business growth and support in environmental sectors.
- Solid knowledge of the main drivers and factors affecting growth in environmental sectors.
- Membership of a relevant professional body.

This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

Ref: ZO

Date: 27/12/13