

Job Description: SeRP / SAIL Business Development Manager

Faculty/Directorate/Service Area:	Medicine and Human Life Sciences
Job Title:	SeRP/SAIL Business Development Manager
Department/Subject:	Faculty of Medicine, Human Health and Life Sciences (FMHLS)
Salary:	Grade 09 £46,735 to £55,755 per annum together with USS pension benefits
Hours of work:	35 hours, Monday to Friday
Number of positions:	1
Contract:	This is a 12-month contract from start date
Location:	This position will be based at the Singleton Campus but with options for hybrid working

Main Purpose of Post	<p>Working closely with the SeRP / SAIL Head of Business Development (HoBD), manage the Business Development team to deliver the following functions:</p> <ol style="list-style-type: none"> 1. Manage the strategic development of SeRP / SAIL business relationships, both with existing and prospective customers: <ol style="list-style-type: none"> a. Co-ordinate development of an annual business development plan for SeRP and SAIL, b. Lead discussions with prospective tenants and collaborators in order to develop new business for SeRP and SAIL. c. Report to the HoBD and other senior SeRP / SAIL management on progress against the plan and potential revenue opportunities 2. Support the HoBD in managing the development portfolio for SeRP and SAIL, and lead the Business Development team in undertaking the following functions: <ol style="list-style-type: none"> a. Generation and follow-up of business leads for SeRP tenancies and partnerships b. Generation and follow-up of business leads and partnership for the SAIL Databank c. Prepare and present ongoing reports to internal and external stakeholders (including funders) as required. 3. Contribute to the customer management of all SeRP / SAIL clients by ensuring: <ol style="list-style-type: none"> a. All relationships are established with an appropriate contractual / scoping framework. b. Appropriate handover to the Business Administration and delivery teams within the business development establishment process c. Appropriate oversight by SeRP / SAIL technical teams during development discussions with stakeholders d. Act as an reviewer for approval of new business and amendments to existing customer tenancies and projects 4. Support the HoBD in managing Risk and Compliance for the SeRP and SAIL Programmes by: <ol style="list-style-type: none"> a. Assisting in the management of the Risk Registers, including taking ownership of specific risks. b. Attending the Risk / Audit / Compliance committees as required. c. Owning and developing the portfolio of policies and procedures which govern the business development of the SAIL / SeRP programmes, including developing new policies and procedures as required. 5. Represent the SAIL / SeRP Business Development functions in corporate committees:
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	<ol style="list-style-type: none"> a. Support the organisation and delivery of the key note SeRP / SAIL Advisory Board meetings b. Attend SeRP / SAIL Operations Group meetings as required, and present on behalf of the department. c. Attend external stakeholder / funder meetings as required (including the need to travel on an ad hoc basis) d. Undertake reporting to internal / external stakeholders as required <p>6. Mentor and help train and develop more junior members of the team.</p>
General Duties	<ol style="list-style-type: none"> 7. To fully engage with the University's Performance Enabling and Welsh language policies 8. To promote equality and diversity in working practices and to maintain positive working relationships. 9. To lead on the continual improvement of health and safety performance through a good understanding of the risk profile and the development of a positive health and safety culture. 10. Any other duties as directed by the Head of College / Department, or their nominated representative expected within the grade definition. 11. To ensure that risk management is an integral part of any decision-making process, by ensuring compliance with the University's Risk Management Policy 12. All Professional Services areas at Swansea University operate to a defined set of Core Values - Professional Services Values and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.
Leadership Values	<p>All Professional Services areas at Swansea University operate to a defined set of Core Values: Professional services values and it is an expectation that everyone is able to demonstrate a commitment to these values from the point of application through to the day to day delivery of their roles. Commitment to our values at Swansea University supports us in promoting equality and valuing diversity to utilise all the talent that we have.</p> <p>In addition you will operate to a defined set of Leadership Values:</p> <p>We are Professional We develop ourselves and our teams through continued professional development, and use feedback to improve. We create a culture that delivers successful outcomes through people, supporting, developing and challenging our teams to succeed. We involve our people in developing a vision for the future and in enabling innovation and change, improving University, team and individual performance.</p> <p>We Work Together We enable our teams to work together and across functions to deliver successful outcomes that exceed the needs and expectations of our customers. We are responsible for creating environments that demonstrate equality, foster trust, respect and challenge. We are accountable for providing clarity and direction, communicating the "big picture" and harnessing ideas and opportunities to achieve the University's vision.</p> <p>We care We create environments that identify, understand and give priority to delivering the needs of the University Community (our students, colleagues, external partners and the public). We motivate and inspire our teams to provide the highest standards of personalised care and in doing so uphold the Swansea University brand.</p>

Person
Specification

Essential Criteria:

Values:

- Demonstrable evidence of taking pride in delivering professional services and solutions.
- Ability to work together in an environment of equality, trust and respect to deliver services that strive to exceed the needs and expectations of customers.
- Demonstrable evidence of providing a caring approach to all of your customers ensuring a personalised and positive experience

Leadership Values:

1. Demonstrable evidence of creating a culture that delivers successful outcomes through people, developing and challenging teams to succeed and take pride in delivering professional services and solutions.
2. Ability to enable teams to work together and across functions to deliver successful outcomes that exceed the needs and expectations of customers, and in creating environments that demonstrate equality, foster trust, respect and challenge.
3. Demonstrable experience of creating environments that identify, understand and give priority to delivering the needs of the customer, and in motivating and inspiring teams to provide the highest standards of personalised care.

Qualification:

- Educated to degree level or equivalent experience

Knowledge and Skills:

- Strong business development skills in terms of managing multiple customers and leads, with an understanding of creating and managing a strategic income portfolio
- Understanding of research infrastructure and technical setups needed for research, particularly within data science
- Excellent leadership skills, with the ability to manage and motivate a team with wide-ranging roles and a demanding workload, ensuring that team structures are resilient and effective, and that individuals are empowered to grow and thrive.
- Innovation skills and a commitment to continual improvement of the standards of the team, coupled with the ability to enable change and improvement within the constraints of a large public sector organisations.
- Excellent organisational and time management skills with ability to manage competing pressures and prioritise both their own and their team's workload.
- Excellent communication skills both written and oral with the ability to communicate complex information confidently to a range of individuals and groups including external stakeholders.
- Good interpersonal skills – the ability to collaborate and build relationships with internal and external stakeholders.

Experience:

- Experience of working in a business development or project management capacity (including a customer relationship and stakeholder management

	<ul style="list-style-type: none"> • Experience of managing a large scale portfolio and customer/stakeholder base, preferably within a University or public sector environment. • Demonstrable experience of successfully leading a team within a structured administrative environment, including maintaining databases / document management systems or similar. • Evidence of successfully leading change / developing services within an academic or other public sector environment. delivering accurate, consistent, efficient and systematic information, producing reports on time and to the required standard. • Evidence of producing high quality funder / stakeholder reports for large scales programmes or investments. • Experience of working collaboratively and co-ordinating others. • Demonstrable experience of developing positive stakeholder relationships. <p><u>Desirable Criteria:</u></p> <ul style="list-style-type: none"> • Ability to communicate in Welsh • Understanding of the aims and objectives of both the SeRP and SAIL work programmes, particularly their business, governance and financial models. • Previous experience of a senior business focussed role within the data science, research, or technology sector • Previous experience of using service management tools e.g. JIRA servicedesk
Welsh Language Level	<p>Level 1 – ‘a little’ - pronounce Welsh words. Able to answer the phone in Welsh (good morning / afternoon). Able to use very basic every-day words and phrases (thank you, please etc.). Level 1 can be reached by completing a one-hour training course.</p> <p>For more information about the Welsh Language Levels please refer to the Welsh Language Skills Assessment web page, which is available here.</p>
Additional Information	<p>Informal enquiries: Chris Orton (c.orton@swansea.ac.uk)</p>

