

## Job Description

Please complete all accessible boxes and refer to the guidance on writing Job Descriptions

Position Details	
Faculty/Directorate	Research and Knowledge Exchange
School/Department	Business Engagement
Team	SME Programmes
Job Title	Incubation Services Manager
Grade	7
Hours of Work	35 Hours
Contract Duration (Perm/Fixed Term)	9-month fixed term (maternity cover)
Reports To (Job Title)	SME Programmes Manager
Responsible For (Job Title)	NA

Principal Accountabilities
<p>The post-holder is required to manage the implementation of the incubation services marketing strategy and organise the provision of business support to licensees of Manchester Met's incubation programme.</p> <p>Actively engage in Manchester Met's enterprise education process and be responsible for the administrative operation of incubation services, including financial and performance monitoring processes.</p> <p>Responsible for the effective running of the incubator facilities, ensuring licensees receive the required levels of service in terms of space, IT services and utilities, as well as relevant programmes of activity.</p>

Key Tasks
<p><b>Business Development</b></p> <p>Develop links with appropriate external organisations in order to keep up to date with policy developments and best practice and to support the growth of the incubator.</p>

Actively market incubation services within Manchester Met by developing and maintaining relationships with relevant professional services and academic staff and students across the University to generate awareness, interest and involvement.

Represent and promote the incubator at relevant events, conferences, visits and meetings.

Assist in the strategic development of Manchester Met's business incubation offer by providing operational data and insights into the wider developments in the field of University incubation.

Maintain close contact with licensees in order to develop good relationships and resolve any issues they may have. This will include working with licensees to develop the community of practice operating within the incubator and creating innovative and creative means of engaging with licensees to mutual benefit.

Develop and implement informative customer focused events and social activity aimed at increasing licensee participation.

Organise and provide workshops for licensees and prospective licensees, students and graduates on the purpose of the incubator, related start-up support services, and how they can be accessed to meet their needs.

Develop marketing, promotional and outreach materials and organise seminars, events and workshops.

Develop and maintain the incubation services website, ensuring up-to-date content, effective showcasing of incubation services success and integration with related activities.

### ***Service Delivery***

Maintain all project related records, receipts and reports that will evidence a clear audit trail consistent with University requirements.

Monitor the performance of external agencies/providers to ensure best value for money and quality of provision.

Responsible for the recruitment, interview and induction of new licensees as well as undertaking regular reviews with existing licensees.

Support the development of policies and procedures relating to licensee selection, assessing licensee needs and exit policy processes.

Be responsible for ensuring delivery of any relevant agreed targets and outcomes relating to the incubation service.

Implement appropriate and robust systems for performance management, data collection, planning, risk management and monitoring and evaluation.

Contribute to the University's Knowledge Exchange performance by drafting appropriate funding bids or proposals and any appropriate new business projects, initiatives and activities related to incubation and new venture business support, in conjunction with appropriate RKE colleagues.

Contribute to effective and innovative processes of business incubation by maintaining a detailed understanding of the business incubation sector and its key players.

Be responsible for developing and maintaining effective financial management systems and working with relevant colleagues in Finance and Legal services to develop effective financial procedures for tracking and monitoring expenditure, reconciling accounts and debt management, including active engagement with debtors and resolution of overdue account issues as necessary.

#### ***Staff Support, Development and Training***

Support the SME Programmes Manager in providing supervision, motivation and support to incubator administrative staff.

Develop and understanding of relevant competency frameworks to support the ongoing professional development of the administrative staff and contribute to PDRs as appropriate.

Develop and promote professional standards and a collaborative style of working within the team, encouraging the development of effective partnerships between professional services and academic colleagues across the University.

### **Special Features**

The post-holder will be based at the University incubator, with visits to other sites as required for the delivery of required services. This is a client-facing role, and the post holder is required to be highly accessible to the licensees and SMEs.

Due to the nature of the role, you may be required to travel within the UK and abroad. On occasion, the role will require you to work out of hours to attend events and host business engagement sessions.

### **Miscellaneous**

You have a legal duty, so far as is reasonably practicable, to ensure that you do not endanger yourself or anyone else by your acts or omissions. In addition, you must cooperate with the University on health and safety matters and must not interfere or misuse anything provided for health, safety, and welfare purposes.

You are responsible for applying the University's Equal Opportunities Policy in your own area of responsibility and in your general conduct.

You have a responsibility to promote high levels of customer care within your own areas of work.

You are expected to co-operate with the PDR process, engaging in the setting of objectives to assist in the monitoring of performance and the development of the individual.

Such other relevant duties commensurate with the grade of the post as may be assigned by the Manager in agreement with you. Such agreement should not be unreasonably withheld.

You may be required to undertake a specific Health & Safety role, commensurate with your grade, to support the University in meeting its statutory Health & Safety obligations. This could include acting as a DSE Assessor, First Aider, Fire Marshall, or Departmental Safety Co-ordinator. The allocation of such roles will be subject to the provision of appropriate training and assessment of competence.

You may, with reasonable notice, be required to work at any of the Manchester Metropolitan University sites.

You have the responsibility to engage with the University's commitment to Environmental Sustainability to reduce its waste, energy consumption and carbon footprint.

You have the responsibility to engage with the University's commitment to delivering value for money services that optimise the use of resources and therefore should consider this when undertaking all duties and aspects of your role.

## Review

This is a description of the job at the time of issue. It is the University's practice periodically to review and update job descriptions to ensure that they accurately reflect the current nature of the job and requirements of the University and to incorporate reasonable changes where required, in consultation with the jobholder.

## Person Specification

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the desirable criteria to produce the shortlist.



All disabled candidates who meet the minimum essential criteria will be included on the shortlist.

### Selection Criteria

Attributes		Item	Relevant Criteria	Essential/ Desirable
1	Skills & Abilities	1.1	Excellent communication and interpersonal skills, including ability to promote and sell opportunities and negotiate with broad range of businesses.	E
		1.2	High quality presentation skills.	E
		1.3	Proven ability to be proactive, to prioritise tasks and work independently in a rapidly developing area.	E
		1.4	Ability to explore customer needs, assess suitability of licensees and to improve and promote services to existing and potential customers.	E
		1.5	Excellent IT skills, particularly experience with Microsoft Office software (or equivalent), email and internet.	E
		1.6	Ability to utilise websites as a key marketing tool.	E
		1.7	Highly numerate and able to lead in the capture and analysis of performance and operational data, interpreting results and using the information to improve future performance.	E
2	General & Specialist Knowledge	2.1	Knowledge of marketing communication tools and techniques.	D
		2.2	Understanding of strategic context of incubation activities within HE.	D

3	Education & Training	3.1	A degree or equivalent qualification, or substantial relevant experience.	E
		3.2	A degree or equivalent qualification in a business-related discipline.	D
4	Relevant Experience	4.1	Experience of the development and implementation of administrative systems.	E
		4.2	Experience of financial management, including development and maintenance of financial systems and budgets.	E
		4.3	Experience of providing excellent levels of customer services and improving customer experience.	E
		4.4	Experience of organising and leadings events.	E
		4.5	Experience working to deadlines and delivering to targets.	E
		4.6	Experience of managing business support provision.	D
		4.7	Experience of facilities management.	D
		4.8	Experience of enterprise learning or business incubation processes involving students or graduates.	D
		4.9	Experience of debt management.	D
5	Special Requirements	5.1	Evidence of a commitment to equal opportunities	E
		5.2	Evidence of and commitment to ongoing personal and professional development and supervision.	E
Date of Revision			August 2019	