

JOB DESCRIPTION

Job Title:	Continuing Professional Development (CPD) Manager	Grade:	SG8
Department:	Greenwich Research and Innovation (GRI)	Date of Job Evaluation:	June 2023
Role reports to:	Head of Funding Support and Information Services	SOC Code	TBC
Direct Reports	<ul style="list-style-type: none"> • No direct reports <p>The role will primarily work with the Head of Funding Support and Information Services and to both the GRI Associate Director and Director. Other key contacts will include the Impact Framework and KE Managers in GRI and the counterpart Faculty KE managers. A strong link with the Partnerships Team is also envisaged.</p>		
<p>This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.</p>			

PURPOSE OF ROLE:

Greenwich Research and Innovation (GRI) is the University's central unit providing high quality support to the academic community to assist in the delivery of the ambitious [Research and Knowledge Exchange \(R&KE\) sub-strategy](#) within the University's [Strategy 2030](#). GRI is structured to support all aspects of the project cycle from identifying relevant funding opportunities right through to maximising the impact from the University's activities.

The Funding Support and Information Services team provide specialist support across the university to academics undertaking their R&KE activities. This support ranges from specialist advice during the project application process right through the project cycle and the preparation for key framework assessments, including REF and KEF. The team provide specialist support on scholarly communications, knowledge exchange and enhancing impact from the University's work and operate effective and efficient systems to support academic endeavour.

The Continuing Professional Development (CPD) Manager role is a new role within GRI and will sit within our Funding Support and Information Services Team. The postholder will work across the faculties to develop growth in CPD and short courses, and to design market and deliver a CPD offer for the local community/ies through the university.

KEY ACCOUNTABILITIES:

Team Specific:

- Work across the four faculties, external support agencies and sector groups to identify and develop CPD and short courses in response to need and demand.
- Ascertain what CPD activity is already being undertaken and review/evaluate current costing models.
- Develop and implement a marketing and engagement plan promoting the university as a provider of workforce development and professional education.
- Launch, manage and facilitate/administer the delivery, and effective governance of CPD, short courses and related facilities.
- Develop a costing model for CPD and short courses, engaging with clients and cross selling the wider KE activities of the university.
- Respond to funding opportunities and work with key internal and external stakeholders to develop the business and professional education offering within the domains of university ambition.

Generic:

- To work on their own initiative and can manage several projects/activities at once.
- As a member of GRI, contribute to team meetings, assessing team objectives, cover for sickness and holidays, and collectively recommending service and procedural improvements.
- Contribute as an active member of the team, respecting the work of other team members, building team morale and motivation, and upholding the values of the university.
- Assisting faculties and therein institutes and research centres in achieving their KPIs.
- Contribute, as appropriate, to GRI, faculty and university-wide events and external visits to a wide range of stakeholders including schools, community groups, public and private.
- Demonstrate a commitment to equality, diversity, and inclusion through engagement with university initiatives.
- Promote your work and represent the work of GRI and the university internally and externally, and take a proactive approach to ethical, good practice.

Managing Self:

- Keep abreast of development within the field and seek continuous improvement of own professional practice.
- Actively participate in established professional development activities.
- Behave in a manner which reflects the University's values and creates a positive environment for work and study.
- Take responsibility for, and demonstrate a commitment to, own personal development within the post. Identify development needs through regular appraisals, including formal courses within the University and on-the-job training.
- Contribution to achievement of the University's R&KE sub-strategy and KPIs within the wider University 2030 strategy.

- Any other duties as may reasonably be required consistent with the grade of the post.

Core Requirements:

- Adhere to and promote the University's policies on Equality, Diversity and Inclusion and Information Security.
- Ensure compliance with Health & Safety and Data Protection Legislation.
- Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible.
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content.

Additional Requirements:

Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that GRI delivers the required level of service.

KEY PERFORMANCE INDICATORS:

Performance indicators will be established in consultation with the GRI Directorate Support Manager as part of the postholder's annual appraisal and Professional Development Review and with due regard to the University's KPIs. Indicatively these will include:

- In supporting the delivery of the university's R&KE sub-strategy, sustained growth rate in R&KE income to meet targets of 20% of revenues generated from research and KE.

KEY RELATIONSHIPS (Internal & External):**Internal**

- Head of Funding Support and Information Services
- Senior Faculty personnel including Associate Deans for R&KE, Associate Heads of Schools, Institute and Research Centre leads.
- Faculty KE personnel
- Faculty academic staff
- GRI colleagues
- Partnerships Team

External

- Relevant funding bodies including research councils.
- Charities
- Community groups
- Government bodies, departments and local council
- Industry partners
- External collaborators, key partners and stakeholders including University Alliance collaborators.

PERSON SPECIFICATION

Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • Experience of supporting and establishing collaborative partnerships between both academic and industrial sectors. • Proven track record of securing income revenue from existing CPD activity and establishing new partnerships and accounts. • Proven track record of customer focused service promotion, business development and client relationship building. • Knowledge of how business operations work across HE and understanding of need for universities to diversify their activity and income streams. • Proven ability to work with academics in relation to R&KE activity, particularly around critical review and R&KE and related outputs. • Comprehensive knowledge of how to put a successful R&KE bid together. • Experience of working with academic staff <p>Skills</p> <ul style="list-style-type: none"> • Excellent and persuasive skills (oral and written) with a high level of attention to detail. 	<p>Experience</p> <ul style="list-style-type: none"> • Development/delivery of CPD/Professional Development courses. • Knowledge and experience of working within relevant sector. • Experience of bringing people together and providing incentive to bid for collaborative R&KE work. • Experience of working with research practitioners • Experience of delivering training sessions to an academic audience • Sound knowledge of ethical guidelines. • Experience of developing web-based information and guidance. <p>Skills</p> <ul style="list-style-type: none"> • Experienced line manager

<ul style="list-style-type: none"> • Self-motivated, managing complex and varied workloads with minimal supervision. • Excellent project and time management skills, delivering to strict deadlines and under pressure. • Business development, sales, contract negotiation and account management skills. • Ability to analyse, interpret and communicate complex documentation and guidance and write reports for both internal and external audiences. Specifically, ability to analyse data and metrics to identify trends and areas for improvement. • Excellent IT skills and understanding of commonly used software packages. • A methodical approach with an aptitude for accuracy, numeracy and attention to detail. • Project a positive and professional image always. <p>Qualifications</p> <ul style="list-style-type: none"> • Postgraduate degree level or equivalent experience <p>Personal attributes</p> <ul style="list-style-type: none"> • We are looking for people who can help us deliver the values of the University of Greenwich: Inclusive, Collaborative and Impactful 	<p>Qualifications</p> <ul style="list-style-type: none"> • Management qualification <p>Personal attributes</p> <ul style="list-style-type: none"> • N/A
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