

JOB DESCRIPTION

Job Title: Continuing Professional Development Manager

Grade: SG8

Department: Greenwich Research and Innovation (GRI)

Responsible to: Head of Funding Support and Information Services

Responsible for: No direct reports.

Key Contacts: The role will primarily work with the Head of Funding Support and Information Services, the GRI Associate Director and GRI Director. Other key contacts will include the Impact Framework and Knowledge Exchange (KE) Managers in GRI and the counterpart Faculty KE managers. A strong link with the Partnerships Team is also envisaged.

Standard Occupational Classification (SoC code): TBC

Non-Contractual Nature of Role Profile: 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.

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 finding relevant funding opportunities, right through to maximising the impact from the University's activities.

The Funding Support and Information Services team provides specialist support across the university to academics undertaking their R&KE activities. This support ranges from helping during the project application process, right through the project cycle and the preparation for key framework assessments, including Research Excellence Framework (REF) and Knowledge Exchange Framework (KEF). The team provides expert support on scholarly communications, knowledge exchange and enhancing impact from the University's work, and ensuring effective and efficient systems to advance 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 professional development and continuing education initiatives, and to design,

market and deliver CPD offerings through the university for the local community/ies.

KEY ACCOUNTABILITIES

Team Specific:

- Work with internal and external stakeholders to ensure efficient delivery of, and optimise income from, the University's current portfolio of professional development offerings.
- Work across the University and with external experts to understand the professional development needs, demands and market, and to develop a pipeline of opportunities for existing and new offerings within the domains of University ambition.
- Foster effective internal and external relationships with key stakeholders (including senior management, academic staff, and external parties) to promote the successful facilitation of professional development courses.
- Conduct market research and develop and implement a marketing and engagement plan that enhances the visibility of the University and promotes the institution as a provider of workforce development and professional education.
- Remain well-informed of the external environment, inclusive of governance and quality assurance requirements for professional development offerings.
- Lead and contribute to the development and maintenance of best practices and standard operating procedures for professional development within the wider University.
- Review, evaluate and develop appropriate costing and pricing models for professional development delivery.
- Identify and respond to funding opportunities for delivery of professional development offerings.
- Contribute to the development of strategy and annual business planning.
- Support the wider knowledge exchange activities of the University. Apply analytical skills and knowledge of the Knowledge Exchange Framework (KEF), the University Strategy, and the professional development landscape, to ensuring that the University's internal management information needs are met and to improving the CPD aspect of the University's ranking within KEF.

Generic:

- Initiative taking and simultaneously manage several projects/activities.
- 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.
- Assist faculties and associated 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 sectors.
- Demonstrate a commitment to equality, diversity, and inclusion through engagement with University initiatives.
- Promote own 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 developments 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 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 line 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 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

EXPERIENCE:

Essential Criteria

- Experience of client relationship building and establishing and supporting collaborative partnerships with internal and external stakeholders.
- Proven track record of securing income revenue from delivery of professional development activities and establishing new income generation activities.
- Proven track record of customer focused service promotion, business development and marketing.
- Understanding of how business operations work across higher education and the need for universities to diversify their activity and income streams.
- Knowledge of R&KE activities in higher education, particularly around critical review and R&KE and related outputs.
- Experience in putting together successful bids / proposals.
- Knowledge of Lead and contribute to the development and maintenance of best practices and standard operating procedures for professional development within the wider University
- Knowledge of best practices as relating to professional development.

Desirable Criteria

- Experience of establishing collaborations between academic and industry sectors.
- Development / delivery of CPD / Professional Development courses.
- Knowledge and experience of working within relevant sector.
- Experience of working with academic staff and research practitioners.
- Experience of bringing people together and providing incentive to bid for collaborative R&KE work.
- Experience of delivering training sessions to an academic audience.
- Sound knowledge of governance, ethical and quality assurance requirements for professional development offerings
- Experience of developing web- based information and guidance.

SKILLS:

Essential Criteria

- Excellent and persuasive skills (oral and written) with a high level of attention to detail.
- 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.

Desirable Criteria

- Experienced line manager

QUALIFICATIONS:

Essential Criteria

- Postgraduate degree level or equivalent experience

Desirable Criteria

- Management qualification

PERSONAL ATTRIBUTES:

Essential Criteria

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Inclusive, Collaborative and Impactful.

Desirable Criteria

- N/A