

JOB DESCRIPTION

Job Title:	Innovation Adviser	Grade:	SG8
Department:	Greenwich Research and Enterprise (GRE)	Date of Job Evaluation:	
Role reports to:	University-EEN Project Manager		
Direct Reports			
Indirect Reports:			
Other Key contacts:			
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:

The role is a key business facing position as a member of the Enterprise Europe Network (EEN) project team to deliver specialist advice, coaching, and business support to help eligible clients to achieve their innovation and internationalisation based growth objectives. The adviser will be expected to identify suitable SMEs, to undertake in depth analyses and diagnostic assessments with them and to design and deliver bespoke packages of support in line with the project requirements.

KEY ACCOUNTABILITIES:

Team Specific:

- To manage processes that lead to achievement of the delivery of successful client services and outcomes that achieve significant impact.
- To work with the project team to screen and recruit eligible SME clients in the most efficient manner and to carry out diagnostic assessments to identify strengths and weaknesses in the strategy selected clients use to manage their innovation processes and growth plans.
- To identify suitable clients, and to engage quickly and coach Innovate UK grant winners or SMEs that have been evaluated elsewhere as having high growth potential.
- To design and deliver bespoke packages of support for SME clients (up to 7 days) in collaboration with team members, other University, and third party industry experts where appropriate.
- Specifically to confidently manage and deliver client support programmes to include amongst other elements:
 - Use of diagnostic tools to produce a rigorous benchmark of innovation management capacity, together with the ability to interpret results and feed back to the business.
 - Facilitated exploration of markets, resources, and competition.
 - Facilitated exploration of how the company fosters creativity, and how and

where ideas are generated and captured.

- Facilitated exploration of how effective the company is at collaboration within the organisation and with external partners and customers.
 - Assessment of staff skills and learning needs for business development through innovation, identifying training and CPD programmes as potential solutions.
 - Exploration with the company of the alternative forms of finance available and review as to which are most appropriate for the stage the company is at.
 - Review of the intellectual property management strategy.
 - Review of the use and effectiveness of all forms of electronic communication for internal purposes and external marketing including the use of social media.
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- Maintain close working relationships with SME clients throughout the project.
 - To record and consolidate data on activity into the appropriate Customer Relationship Management (CRM) and reporting systems in a timely manner.
 - To contribute to the associated event planning and organisation programme to help deliver the best possible support for clients.
 - To work with University staff and partners to continuously review the network of 'local actors' (industry bodies, associations, sector support organisation and any establishment or body that has the capability to communicate the service offer directly with the SME community) and to contribute to other GRE initiatives designed to enhance the University's work with SMEs in the region.
 - To work closely with the Project Manager and team members to create management reports and summaries, and contribute to success stories and best practices.

Generic:

- The job holder will be required to operate effectively with external organisations, GRE staff members and academic staff across the university, and colleagues in relevant offices. Travel to organisations within the SEE region and the UK will be required.

Managing Self:

- N/A

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.

Additional Requirements:

Undertake any other duties as requested by the [e.g. PVC, FOO etc.] or their line 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 Greenwich Research & Enterprise delivers the required level of service.

KEY PERFORMANCE INDICATORS:

As defined in the project plan

KEY RELATIONSHIPS (Internal & External):

Internal – working with the University EEN Project Manager and other members of the team including the GRE Business Development Managers.

External – Chambers of Commerce, local authorities and other business support providers within the Local Enterprise Partnership area.

PERSON SPECIFICATION	
Essential	Desirable
<p>Experience</p> <ul style="list-style-type: none"> • Experience of business coaching and mentoring gained in a direct client facing role. • Experience of working with and advising SMEs and senior industry executives at all stages of the business life cycle. • Experience of enterprise, knowledge and technology transfer. <p>Skills</p> <ul style="list-style-type: none"> • Reliable self-starter with good planning and prioritising skills. • Excellent written and oral communication skills and powers of persuasion. • Ability to translate and present key ideas precisely across organisational boundaries. • High level of IT literacy. • Ability to travel independently. 	<p>Experience</p> <ul style="list-style-type: none"> • Experience of working with business support and technology commercialisation organisations. • Experience delivering skills based workshops for businesses. <p>Skills</p> <ul style="list-style-type: none"> • Knowledge of external support agencies and funding opportunities. • Knowledge of EU and UK grant funding criteria and monitoring requirements. • Knowledge of access to finance support mechanisms

<p>Qualifications Good first degree or equivalent qualification or prior experience.</p> <p>Personal attributes</p> <ul style="list-style-type: none"> • Well developed interpersonal skills • A good team member • Excellent self-management and organisation skills, including the ability to prioritise; and a task and goal-oriented approach. • Innovative approach to achieving project objectives. • Tact and diplomacy. • Energy, commitment and resilience. • We are looking for people who can help us deliver the values of the University of Greenwich: Excellence, Determination, Inclusivity, Ambition and Creativity 	<p>Qualifications</p> <ul style="list-style-type: none"> • Recognised project management training e.g. PRINCE-2. <p>Personal attributes</p> <ul style="list-style-type: none"> • N/A
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