

# Candidate Brief

Research and Innovation Services

Head of Business Development & Impact

December 2022





# Contents

- 4 About Durham University
- 6 Working in RIS
- 7 Head of Business Development & Impact
- 8 Role responsibilities
- 10 Essential criteria
- 11 About your application
- 12 What you are required to submit



“ Thank you for your interest in joining my colleagues in Research and Innovation Services (RIS) at Durham University.

RIS provides a central professional support role to the whole University community, supporting and enabling the delivery of world-leading research and knowledge exchange. Members of RIS engage in, drive forward and shape a broad mix of activities from research development through to partnerships engagement and research operations. Supported by our new Vice-Chancellor, Prof. Karen O'Brien, RIS is undergoing an exciting period of growth and embarking on a wide variety of new projects and areas of operation across the University which require additional capabilities and expertise.

You will find that the RIS community is supportive, collaborative and welcoming and when you join us you will have access to excellent professional development support, mentoring and sector-leading terms and conditions of employment.

We will be advertising a number of different roles over the academic year so please keep an eye on social media and the University recruitment web pages if this particular role doesn't meet your career goals. Equally please get in touch via [ris.support@durham.ac.uk](mailto:ris.support@durham.ac.uk) if you would like an informal discussion about your ambitions and skills and how they may meet our needs.

I am looking forward to welcoming new, ambitious, and enthusiastic colleagues to the RIS team over the next 12 months. Will you be one of them? ”

Professor Colin Bain

**Pro-Vice-Chancellor (Research)**

# About Durham University



## Inspiring the extraordinary

We are a high-performing Russell Group university, and believe that inspiring our staff and students to do outstanding things at Durham enables them to do outstanding things in the world.

We conduct boundary breaking research which improves lives across the world. We challenge our students and value a wider student experience that fosters participation and leadership at Durham and beyond. Our global alumni network - showing leadership in all forms of industry and human endeavour - is deeply committed to the University's advancement.

As we continue to grow, we attract students and staff from a diversity of geographies and backgrounds to our historic part of the world. We contribute to the success of the proud city, county and community that is Durham itself.

## Our core values

We are:



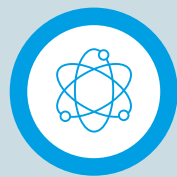
### Inspiring

By stimulating an instinct to challenge, encouraging innovative thinking and taking our responsibilities seriously, we foster a culture that inspires the extraordinary.



### Challenging

Always curious, we challenge ourselves and each other to answer the big questions and create a positive impact in the world.



### Innovative

From creative teaching practices and cutting-edge research to new ways of working, innovation is at the heart of what we do.



### Responsible

We take our duties as a centre of learning, neighbour and employer seriously, embracing all of our different communities and celebrating the differences that make us stronger together.



### Enabling

We create the opportunities, support and freedom for everyone at Durham to become the best they can be now, and in the future.

## Key numbers

<p><b>82<sup>nd</sup></b> in the QS World University Rankings 2022</p>	<p><b>17</b> Athena Swan awards</p>	<p><b>87%</b> of graduates find work or further study within six months of graduating</p>
<p><b>6<sup>th</sup></b> in Complete University Guide 2022</p>		<p>Over <b>20,000</b> students</p>
<p><b>6<sup>th</sup></b> in the Times and Sunday Times Good University Guide 2022</p>		
<p><b>5<sup>th</sup></b> in The Guardian 2022</p>		
<p>Over <b>185,000</b> alumni Top University for team sports <b>7 years running</b></p>	<p><b>TEF UK</b> Gold award</p>	<p><b>£79m</b> in research funding Nearly <b>£400m</b> income</p>
<p><b>33%</b> non-UK students</p>	<p>Over <b>4,300</b> staff members Recipient of the <b>Queen's Award</b> for Voluntary Service</p>	



# Working in RIS

Research and Innovation Services (RIS) is a professional services directorate at the heart of Durham University. We provide expertise and support to academics and colleagues across the university for all research, research-related and knowledge exchange activities.

Our people are our most important asset. Our success is tied to being able to attract, retain and develop outstanding staff from all backgrounds and identities.

We offer an excellent employment package with generous terms and conditions and we are committed to the training and development of our team. Hybrid and flexible working arrangements are available as well as generous leave, and opportunities for volunteering and professional development.

## Our vision

To facilitate world-leading research and knowledge exchange through a high-performing, high-quality service.

## We're growing

With the arrival of our new Vice-Chancellor, we are embarking on a period of significant change, building on existing areas of expertise and developing new areas of delivery.

We are undertaking recruitment in key strategic areas in support of our institutional growth ambitions. Our priorities are strategically and operationally aligned with the University Strategy with a focus on:

- Increasing external research funding
- Enhancing global reputation
- Regional engagement and impact
- Research culture development

## Delivering research excellence

We play a pivotal role in supporting research and research-related activities including research development, securing funding, ensuring good research practice and supporting the professional development of researchers. Over 90% of our research is classed as world-leading or internationally excellent (REF 2021).

## Engaging with industry

We actively partner with regional, national and international organisations making connections to academic expertise, student and graduate talent to support organisations and ensure we deliver real-world impact from the research we undertake.

## Supporting the region

We play a key role in supporting the region to succeed and we are working alongside other civic partners to ensure we maximise the positive impact we have and looking for new innovative solutions to delivery. Our portfolio of industrial partnerships is expanding along with the opportunity for us to support growth and the economy locally.

## Our culture

We are committed to creating a welcoming and inclusive environment where our people feel supported and valued, enabling them to not only succeed, but thrive.

RIS offers a positive, supportive, and constructive working environment. We value the opinions and expertise of our teams, actively seeking input to help shape departmental activities to ensure everyone can deliver to the best of their abilities.

Working in RIS you will get the chance to fully understand and contribute to how our University impacts civic society locally, nationally and globally whilst developing and enhancing your career.

We aspire to bring together enthusiastic, committed people, who are motivated to drive a step-change in research and knowledge exchange performance.

We hope to welcome you to RIS soon.



### Useful links

1. University Strategy 2017-2027 - Durham University
2. Pay and Wider Benefits - Durham University

# Head of Partnership Development, Impact and Policy

## The role

Research and Innovation Services (RIS) provides guidance, expert input and advice and hands-on support for all aspects of research and knowledge exchange related work. This includes securing funding, developing collaborative partnerships, commercialising outputs, demonstrating impact and best practice and ensuring excellent research and knowledge exchange working with our academic colleagues.

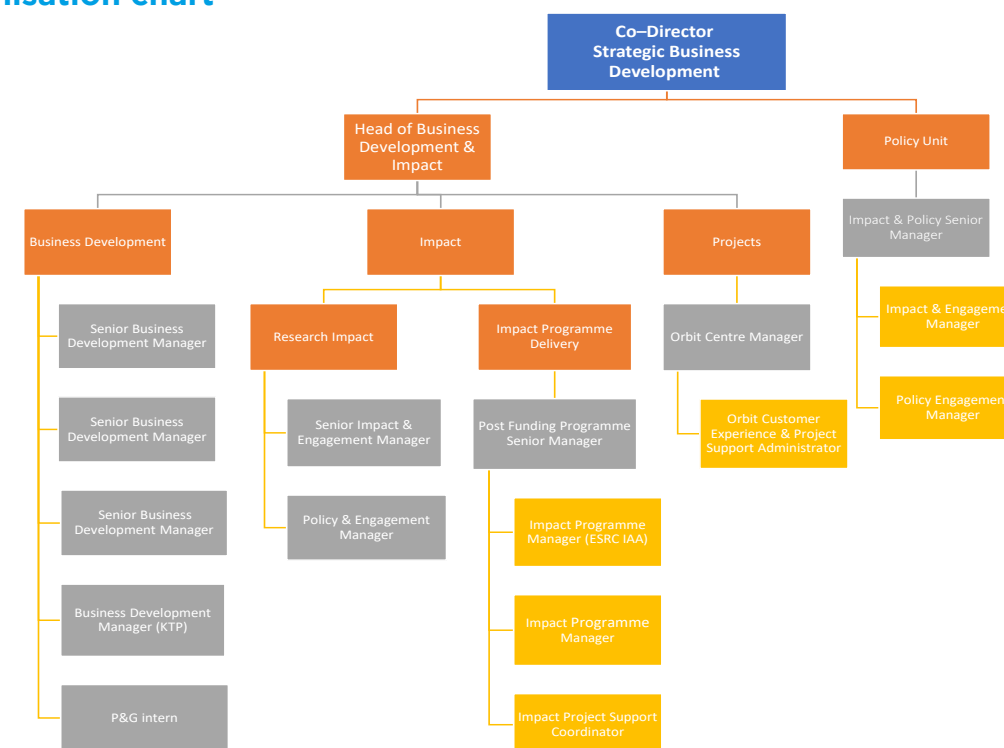
The Head of Business Development & Impact (HBDI) will be responsible for leading and managing a range of teams including Business Development, Impact and Engagement, and Policy. The portfolio includes consultancy, analytical services, research-related continuing professional development (CPD) and projects, programmes and partnerships that support delivery across this portfolio. The HBDI will manage and support the development and delivery of projects and programmes, representing the University externally and internally at senior levels.

Key success factors for this role are the development of the existing teams, growing longer-term, revenue-generating projects and programmes and supporting the delivery of the ambitious strategic KEF (Knowledge Exchange Framework) outputs across Research and Innovation Services and the University. This includes significant growth in Knowledge Exchange activity and collaborative research measured by future HEBCIS and REF exercises.

Reporting to the Director of Strategic Business Development, the HBDI will work closely with research development and operations teams, commercialisation and economic development and other heads of department within Research and Innovation Services.

The HBDI will develop strong relationships and sustainable links with the academic community, working with faculty and departmental leads, and other professional services across the University. The role will involve the development and support of new and existing external stakeholders alongside the DSBD and support for emerging strategic partnerships as they develop.

## Organisation chart



### Specific role responsibilities

- Conduct horizon scanning and research with internal and external stakeholders, local government, professional bodies and sector agencies to provide briefings and reports.
- Manage, support, and develop the Business Development and Impact teams within Research and Innovation Services ensuring they provide appropriate service to the academic stakeholders and deliver the planned growth in income-generating activities with external partners.
- Provide leadership with relationship building with external stakeholders and service providers, and identify and develop opportunities to increase influence in keeping with strategic objectives and the DSBD.
- Deputise for the DSBD as required and take responsibility for the feasibility analysis, development, planning and implementation of new service areas and activities.
- Create opportunities to promote services via internal and external events and activities in conjunction with the DSBD and with the involvement of appropriate colleagues.
- Set service metrics and expected levels of efficiency of service delivery.
- Develop and produce effective reports for Partnerships and Engagement utilising existing systems and the recently implemented CRM.
- Analyse and interpret complex data sources, to provide business intelligence and business forecasts.
- Deliver professional development learning activities by designing individual workshops, sessions and a programme of activities.
- Responsible for the overall design of a set of learning activities as part of a wider skills development programme.
- Any other reasonable duties.

### Core responsibilities

- Provide professional and expert leadership at a significant operational level and contribute to strategic planning to meet organisational objectives.
- Provide feedback on team and individual performance and identify development needs, conducting regular staff ADR and performance reviews.
- Recruit, induct, train and develop new team members.
- Help to shape the skills and expertise of team members and design work structures to meet operational and strategic goals.
- Handle the vast majority of welfare issues within a team, referring more complex welfare issues to appropriate support services/senior management.
- Provide expert guidance, advice and problem-solving skills to stakeholders.
- Identify and develop innovative approaches and make recommendations for how these can be implemented within the service area.
- Significant input into the planning and development of future skills and expertise within service areas to meet organisational goals.
- Responsible for the management and leadership of people across service areas, setting operational and strategic objectives for discrete areas.
- Implement change management projects across service areas in collaboration with peers and specialists to ensure a smooth and effective transition.
- Lead the creation, review, design, implementation and monitoring of policy and service level standards.
- Contribute to wider quality and regulatory audit process for stakeholder systems and services.
- Influence and contribute to operational and strategic scoping and resource planning across a range of activities, developing and presenting complex business plans and strategy documents where required.
- Set operational objectives for the scoping initiation, planning and implementation of significant projects in service areas with the support of the DSBD
- Devolve key responsibilities to experienced team members to ensure succession and encourage skills development.

### Core responsibilities continued

- Provide leadership and influence the governance of service activities, processes and transactions to meet regulatory and professional service and policy standards.
- Build and lead an influential network of contacts both internally and externally to influence the development of service provision.
- Provide leadership within project teams to shape and determine specifications and key deliverables, problem solve and guide implementation.
- Lead internal and external business meetings, working groups and committees at operational and strategic service level to influence governance, organisational policy and standards for the service.
- Budget responsibility for allocating and managing expenditure of consumable and capital items.





## Person specification – skills, knowledge, qualifications and experience required

### Essential criteria

- Direct experience of research and knowledge exchange activities within the Higher Education sector.
- Excellent oral and written communication skills and the ability to develop effective working relationships, both internally and externally including persuading, influencing and motivational skills.
- Significant experience in the leadership of research and innovation activities and income generation including a demonstrable track record for working with external organisations and partners.
- Proven IT skills, including use of Microsoft Office.
- Ability to work with a high degree of autonomy and self-motivation.
- Educated to degree level (or equivalent experience).
- Experience of developing and managing high-performing teams to deliver performance improvements.
- Ability to design and develop plans at operational levels and to contribute to strategic developments and planning.
- Experience of managing multidisciplinary teams, ability and commitment to network effectively and develop strong and productive working relationships, to influence perceptions within and outside the University.
- Demonstrable ability to provide specialist support and influence others at operational at strategic levels.
- Track record of cross-functional management and development experience and/or an enhanced management qualification applied across a large service team or teams.

### Desirable criteria

- An excellent understanding of the wider income generation opportunities for Universities including Regional, National, European and International business networks.

# About your application

## Recruitment process

Applications are particularly welcome from women and black and minority ethnic candidates, who are under-represented in academic and senior posts in the University. We are committed to equality: if for any reason you have taken a career break or periods of leave that may have impacted on your career path, such as maternity, adoption or parental leave, you may wish to disclose this in your application.

Durham University's Athena Swan institutional award recognises and celebrates good practice in recruiting and supporting the development of women. We have signed up to the Race Equality Charter, a national framework for improving the representation, progression and success of minority ethnic staff and students within higher education. We are also a Disability Confident employer.

## How to apply

To progress to the assessment stage, candidates must evidence each of the essential criteria required for the role in the person specification above. It will be at the discretion of the recruiting panel as to whether they will also consider any desirable criteria, but we would urge candidates to provide evidence for all criteria. Please don't forget to check if there is any weighted criteria (see above).

While some criteria will be considered at the shortlisting stage, other criteria may be considered later in the assessment process, such as questions at interview.

We will only accept applications online via our **E-Recruitment System**.

Please note that in submitting your application, you will be allowing us to process your data. We would ask you to consider the relevant University Privacy Statement [durham.ac.uk/ig/dp/privacy/pnjobapplicants](https://durham.ac.uk/ig/dp/privacy/pnjobapplicants) which provides information on the collation, storing and use of data.

## Information if you have a disability

The University welcomes applications from disabled people. We are committed to ensuring fair treatment throughout the recruitment process. We will make adjustments to support the interview process wherever it is reasonable to do so and, where successful, adjustments will be made to support people within their role.

If you are unable to complete your application via our recruitment system, please get in touch with us on [e.recruitment@durham.ac.uk](mailto:e.recruitment@durham.ac.uk).



# Start something big



### What you are required to submit

- A CV
- A supporting statement which outlines how you meet all of the essential criteria within the Person Specification (above).

### Contact details

For a chat about the role or any further information please contact [andrew.marran@durham.ac.uk](mailto:andrew.marran@durham.ac.uk)



Inspiring the extraordinary

“Working in RIS allows me the opportunity to support a diverse range of research projects that collectively have the potential to positively impact local communities, society and even the health of our planet.”

**Jamie**

“When I first joined the University and indeed RIS, I did not appreciate the depth and breadth of activity I would get involved in. Over the years I’ve done so much, ranging from implementing new IT systems to taking part in volunteering and cleaning some beautiful beaches in County Durham. Variety is key and that’s why I love my workplace: the opportunities for learning something new, challenging myself professionally and working with some of the ‘best in business’ most certainly have been and continue to be big motivating factors for me.”

**Leena**

“I love my role in RIS! It’s great to work centrally across the whole University. I get to work with so many different people from all different parts of the University and get involved in so many varied and interesting pieces of work, no day is ever the same!”

**Michelle**

“Working in RIS allows you to bridge the gap between world-leading University expertise and the ‘real world’. It’s great to play a role in societal and economic improvements in the region and further afield.”

**Helen**

