Consultancy Manager

Applications are invited for the position of a Consultancy Manager for UCL Consultants Ltd.

The following application information is enclosed:

1. Information on UCL Consultants
2. Job Description
3. Person Specification
4. Terms and Conditions of appointment

Please visit the UCL Consultants website to access the appropriate application form. Please complete the application form highlighting your particular attributes relevant to the position and the Equal Opportunities Classification Form, which can also be downloaded from the UCL Consultants website, to the address below:

Danielle Gouldson
jobs@uclconsultants.com
020 7679 9000

The closing date for applications is 12 November 2017.

Please note that we will disregard any applications which do not contain all of the documents specified above and only shortlisted candidates selected for interview will be contacted on or before 18 November.

Interviews will be held in week commencing 20 November 2017.
Information on UCL (University College London) and UCL Consultants Ltd (UCLC)

UCL (University College London) is one of the UK’s leading universities, a world-class multidisciplinary research and teaching institution whose staff and former students have included 29 Nobel Prize winners. Founded in 1826, UCL was the first university in England to admit students regardless of race, religion or gender. It continues to thrive on the creativity and diversity of its community which today comprises in excess of 6,000 academic and research staff and over 38,000 students from across the globe. UCL has an annual turnover exceeding £1.2 billion.

UCL Consultants Ltd. (UCLC) was established in 2003 as a wholly owned subsidiary by UCL to administer the contractual and financial arrangements of UCL staff undertaking consultancy services. UCLC is the gateway to access the expertise of leading academic staff. The areas of expertise, skills and facilities offered by UCLC cover the breadth of UCL’s world-class research-based expertise. UCLC connects UCL experts with national and international organisations that are seeking to resolve specific, targeted problems or gain critical advantage in their market.

UCLC offers a comprehensive service for UCL academics wishing to undertake consultancy work and clients wishing to commission UCL experts on a consultancy basis. We make it easy for our external clients to access and engage UCL’s world-leading academic expertise and facilities, and for our internal clients to find, engage, deliver and get paid for external consultancy work, and help protect them from the associated risks.

UCLC supports internal and external clients in delivering projects to scope, quality, time and budget by providing support over the entire life cycle of a project. We work with our clients from project idea to completion, including: developing new business propositions and opportunities; scoping requirements; developing a proposal; determining the correct fees; negotiating and concluding the contractual agreement; conducting invoicing procedures; project managing the delivery of a variety of projects.

Our projects cover four areas:

- Academic consultancy
- Expert witness services
- Bespoke short courses
- Testing & analysis services

For further information please see our website at www.uclconsultants.com

UCL Institute of Education (https://www.ucl.ac.uk/ioe)

The IOE is the world’s leading Higher Education school for education and social science. Founded in 1902, as a teacher training institute, it is today unique amongst faculties of education in its scale and in the depth and breadth of its expertise, unparalleled both in its impact nationally and in its work with education systems around the world. In the 2017 QS rankings, the Institute of Education was placed first in the world for education for the fourth year running.
The IOE currently have over 7,000 students and 1,000 staff. We are active in every continent. We merged with University College London in 2015, which is one of the world’s top universities. We have trained more than 10,000 teachers and school leaders over the past decade and in January 2014 we were recognised by the UK’s teacher education regulator, the Office of Standards in Education (OFSTED), for our 'outstanding' teacher training across primary, secondary and further education. In 2016 the IOE was awarded the Queen’s Anniversary Prize for Higher and Further Education, in recognition of its innovative social research and contribution to policy and practice in education.

In the most recent Research Excellence Framework, much of our research was judged to be world leading (i.e. awarded the highest grade of 4*) and we were ranked 1st for research strength in the field of education, across all UK universities. The findings of our high-quality research have influenced government activity and policy in most areas of education.

The IOE works across 100 countries. Our research, consultancy and collaborative partnerships shape policy in every continent - for governments, international and national agencies, charities and the private sector.

Our leading academics and staff have worked on governmental projects world-wide in areas ranging from foundation and primary education to literacy, training teacher-educators, textbook publishing and school leadership.

Our international strategy commits us to research and scholarship that has a global perspective. It includes international partnerships that bring mutual benefit, and work with partners to find ways to reduce global inequalities through education. We encourage an international orientation in our staff and students, backed by responsible and sustainable international student recruitment and an internationalised curriculum. We have a strong and vibrant international network of alumni.

The IOE is led by a Director, supported by four academic Pro-directors/Vice-Deans and a Director of Operations.

The IOE comprises six academic departments:
- Social Science (DSS)
- Learning and Leadership (LAL)
- Culture, Communication and Media (CCM)
- Curriculum Pedagogy and Assessment (CPA)
- Psychology and Human Development (PHD)
- Education, Practice and Society (EPS)
JOB DESCRIPTION

Job Title: Consultancy Manager
UCL Institute of Education (IOE)

Job Purpose:

The role is to support and enable the academic community in the IOE to undertake a broad range of consultancy activities with external clients in an efficient and effective manner, and in so doing act as an interface between external clients, academics, and UCLC, with the overall objectives of expanding the volume, reach and impact of consultancy activities.

The position holder will be responsible for identifying consultancy (including bespoke short course) opportunities and service propositions, supporting client relationships, liaising with leadership for decisions on pursuing opportunities, identifying appropriate resources to lead, supporting the development of proposals, supporting costing and pricing, and acting as a ‘go to’ resource within the IOE for matters relating to consultancy and UCLC. The role is one of a series of similar such roles established at UCL and the position holder will therefore have the opportunity to work with colleagues in similar roles in other academic areas and be part of a Consultancy Manager team led by UCLC. The role holder will collaborate closely with the IOE’s dedicated internal enterprise team, which reports to the IOE’s Vice-Dean: Enterprise.

The position holder will report to the Managing Director of UCL Consultants Ltd, with an additional dotted reporting line to the Vice-Dean: Enterprise, IOE.

Key Duties and Responsibilities

- Develop a strong understanding of the academic capabilities and research objectives of the IOE and how consultancy can support them.
- Work with the IOE’s in-house enterprise function to provide a seamless point of contact and support service for the IOE in matters related to consultancy and UCLC.
- Drive the implementation of the consultancy (including bespoke short courses) strategy for the IOE/UCLC, including the monitoring and preparation of reports and KPIs relating to consultancy activity, and the development of targeted marketing collateral.
- Identify external consultancy (including bespoke short course) opportunities in line with UCL and IOE strategies.
- Confirm the right individual(s) to respond to a specific opportunity, and provide advice, coordination and support on proposal development, costing, pricing and submission, liaising with academic and IOE/UCLC colleagues as appropriate.
- Liaise with academic colleagues to develop consultancy service propositions to external clients.
- Support academic staff in client relationship management in line with the consultancy strategy.
- Coordinate activities with other externally-facing services at UCL as appropriate.
- Obtain client feedback on completed consultancy projects as a part of a process of continuous improvement.

In carrying out the above duties the Consultancy Manager is expected to:

- Work expeditiously and with professionalism to ensure the business is organised efficiently
• Maintain absolute confidentiality regarding sensitive personnel, financial and commercial information
• Adhere to UCLC policies including organisational standards, Financial Regulations and Equal Opportunities
• Participate in staff meetings and training as required
• Maintain an awareness and observation of Fire and Health & Safety Regulations
• To undertake any other duties that are within the scope, spirit and/or purpose of the job, the title of the post and its remuneration as requested by the Managing Director.

Note: The duties described above reflect the present requirements of the post. As duties and responsibilities change and develop, the job description will be reviewed and may be subject to amendment in consultation with the post holder.
**PERSON SPECIFICATION**

This form lists the essential (E) and desirable (D) requirements necessary to fulfil the role. The competencies will be observed by application (A), and/or by interview (I). Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

**Job Title:** Consultancy Manager

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<tr>
<th>Qualifications</th>
<th>A</th>
<th>E</th>
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<td>• Degree or equivalent level of knowledge acquired through experience and training/development.</td>
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<td>• Marketing / Business/PhD qualification.</td>
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<th>Knowledge &amp; Experience</th>
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<td>• Experience of consultancy activity, including the identification, marketing, preparation and delivery of consultancy opportunities and proposals.</td>
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<td>• Familiarity with costing, pricing and other commercial aspects of projects.</td>
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<td>• Existing knowledge and experience of IOE research areas and capabilities.</td>
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<td>• Existing knowledge and experience of the national and international market for consultancy services in the IOE.</td>
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<td>• Specific experience of consultancy activity in a higher education environment.</td>
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<td>• Ability and experience of handling a challenging role with confidence, initiative, adaptability, self-motivation, and attention to detail.</td>
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<td>• Methodical and accurate. Attention to detail and able to produce and review written and numerical information concisely and accurately.</td>
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<td>• Ability to demonstrate excellent organisation and project management skills, prioritise work and meet deadlines, and work independently and proactively without undue supervision.</td>
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<td>• Proficient in MS Office.</td>
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<td>Communication</td>
<td>Strong interpersonal skills with an ability to communicate confidently, intelligently and effectively with colleagues, academic staff, all levels of management and external clients.</td>
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<td>Teamwork &amp; Motivation</td>
<td>Ability to work as part of a team and independently</td>
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<td>Other Requirements</td>
<td>Willingness to occasionally undertake business travel both within the UK and abroad. A flexible approach to tasks, travel and hours of work.</td>
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TERMS AND CONDITIONS

Job title: Consultancy Manager

Position and salary
The full time salary range is £40,000 to £48,000 depending on qualifications and experience. UCLC, in addition, operates a Performance Related Pay Scheme under which employees can achieve up to a further 10% of gross annual salary based on agreed targets, both personal and company based. The PRP year runs from 1 August to 31 July; employees must have achieved a minimum of six months’ service by 31 July in their first year of employment to be eligible for inclusion in the scheme.

Hours of work
The normal hours of work are 35 hours per week, excluding lunch hours. Office hours are 9.00am to 5.00pm, Monday to Friday.

Pension
The post holder will be eligible to join the Company’s defined benefits pension scheme SAUL.

Holidays
The leave year runs from 1 October to 30 September. The holiday entitlement is twenty five working days per annum, which may be taken with the approval of the Managing Director of UCL Consultants Ltd. There are also eight Public Holidays, and a further six days leave given to mirror the UCL closure days over the Christmas and Easter periods.

Probation
The appointment is subject to receipt of satisfactory references and to a probationary period of nine months.

Season ticket Loans & Child Care Voucher scheme
Season ticket loans are available to staff who have successfully completed their probationary period. UCLC operates a Child Care Voucher scheme. The season ticket loan and Child Care Voucher scheme are processed via a monthly deduction from salary.

Voluntary Healthcare Scheme
Members of staff at UCLC are able to access the voluntary healthcare scheme offered by UCL, the scheme is provided by AXA PPA.

Professional subscriptions
Should you be required to be a member of a professional body in connection within your role, UCLC is willing to pay the cost of the professional subscription/membership with the agreement of your line manager.

Other
UCLC operates a no smoking policy. Staff members are expected to conduct themselves in a professional manner whilst in the work environment and should be well presented.