



# Impact Manager

## Built Environment Smarter Transformation (BE-ST)



### ROLE DESCRIPTION

#### GRADE

Grade 6

#### LOCATION

Built Environment  
Smarter Transformation,  
Hamilton International  
Technology Park,  
Blantyre, Lanarkshire,  
G72 0AG

#### LINE MANAGER

Head of Retrofit  
Programmes (BE-ST)

#### ROLE SUMMARY

##### Background:

BE-ST supports Scotland's construction related businesses to innovate, collaborate and grow by matching innovation requirements with business support and academic specialists. Focusing on Business, Product, Process and Service forms of innovation we offer advice, funding, facilitation and access to the appropriate expertise, improving Scotland's global competitiveness and growing economic impact.

Activity is focused around the built industry's key strategic areas digitization, Modern methods of construction, sustainably and retrofit.

BE-ST is core funded by Scottish Funding Council (SFC), Highlands & Islands Enterprise (HIE) and Scottish Enterprise (SE). Additional revenues are generated through other public sector partners and commercial activity.

We work in partnership with a range of private, public and academic sector organisations and our support functions are administered by Edinburgh Napier University.

##### Job Summary:

Together with a variety of awareness raising and innovation stimulation



activities, this role involves identifying and supporting the innovation needs of businesses, pulling in academic and business support specialists where required, facilitating collaboration and project managing high impact innovation projects. The role also involves business and bid development activity for BE-ST.

The role sits within the Retrofit Programme Team to maximise the development of Retrofit programmes and build stronger relationships with organisations that work in this space. However, there will be a need to work across all four thematic areas at BE-ST and pull expertise where required.

The role will involve some travel within Scotland and occasionally travel within the UK/EU/internationally may also be required.

**Job purpose:**

Working collaboratively with partners (i.e. universities and enterprise agencies including HIE, SE, InnovateUK and Funding Councils) support businesses to collaborate and innovate in the widest sense (businesses, people, product, process, service innovation), to improve competitiveness and deliver greater economic impact.

**LINE MANAGEMENT RESPONSIBILITY FOR:**

This role does not have any line management responsibilities currently.



## MAIN DUTIES AND RESPONSIBILITIES

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As an active member of the Programme team, build long term, trusted relationships with key businesses to help them: innovate across wide range of areas; collaborate; take advantage of opportunities and innovation & growth funding; address strategic challenges; and improve their competitiveness, pulling in academic and business support specialists where required. This involves:

- Operating throughout Scotland and specific sub-sectors/industry challenges, pro-actively identifying potential clients and opportunities.
- Provide input into the development of the Retrofit Programme for BE-ST and the management of Retrofit projects/programmes and co-ordination and reporting of projects across all thematic areas in the Highlands and Islands.
- Acting as a first point of contact where appropriate, for construction and Built Environment related businesses - through the development of an understanding of their business, opportunities and challenges and the use of advanced relationship management and influencing skills, encourage and support them to collaborate, innovate and realise their ambitions.
- Often working with a wide range of partners (Private, Public, Academic and Further Education sectors as well as industry intermediaries) facilitate collaboration and support projects that address strategic industry opportunities and challenges.
- Where required, working with businesses and academics, to prepare project and funding applications and project proposal documents (financial modelling, market assessment, project planning, IP management, and opportunity definition) providing guidance and where appropriate, ownership to progress projects through approval processes.
- Effective bid development to external public and private funding sources to ensure BE-ST meets its commercial income requirements.
- Managing and/or delivering live innovation projects, often involving managing multiple partners and complex relationships, ensuring compliance and project milestones are met and outcomes are delivered.
- Remaining up-to-date with matters influencing the sector including funding sources, technology and all associated intelligence

In addition, all members of the BE-ST Executive Team are expected to:

- Demonstrate our values: Trust; Creativity; Excellence; Enthusiasm and Collaboration
- Work collaboratively with clients and stakeholders in the private, public, academic and further education sectors
- Delivery in response to individual, team and BE-ST Key Performance Indicators
- Proactively share knowledge, expertise, understanding, perspective and contacts with colleagues to continually build BE-ST's abilities and intelligence
- Contribute to the marketing of BE-ST, including attendance at events



- Build long term, trusting relationships with clients, stakeholders and funders and deliver outstanding levels of customer service
- Where appropriate work under one's own initiative but also always as part of a team
- Maintain records including a CRM system and contribute to management reporting
- Participate fully in management and team meetings and events
- Facilitate collaboration between businesses, academia and the public sector
- Remain up-to-date with matters influencing the sector and all associated intelligence
- To undertake any other duties as may reasonably be required by the Leadership team.



## PERSON SPECIFICATION

ESSENTIAL      DESIRABLE

### EDUCATION / QUALIFICATIONS

- |   |   |   |
|---|---|---|
| • Degree or equivalent in a construction/engineering, environmental/Retrofit area or business-related subject OR professional qualification in a relevant discipline. | ✓ |   |
| • An appropriate qualification in economic development / delivering business advice   |   | ✓ |

### SKILLS / EXPERIENCE

- |   |   |  |
|---|---|--|
| • Significant experience of working closely in or with businesses, supporting business development or innovation activity   | ✓ |  |
| • Experience of working in a Retrofit role. Preferably client facing.   | ✓ |  |
| • An understanding of how Scotland / the UK's Construction sector operates from both a strategic and operational perspective (industry dynamics; supply chains etc)                             | ✓ |  |
| • Direct experience of working in/with the construction industry, particularly timber engineering, infrastructure/civil engineering or housing sectors  | ✓ |  |
| • Experience of building successful long-term relationships with businesses of all sizes  | ✓ |  |
| • Strong project management experience with a track record of supporting complex projects   | ✓ |  |
| • Knowledge of existing / emerging construction technology to form an effective and credible interface between the University partners and external specialists.                                | ✓ |  |
| • Excellent interpersonal and communication skills in order to interact effectively with internal and external contacts at all levels of seniority, often involving a high degree of diplomacy. | ✓ |  |
| • Facilitation, influencing and negotiation skills  | ✓ |  |
| • Excellent presentation skills   | ✓ |  |
| • Credibility and ability to communicate on a technical level   | ✓ |  |

	ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>Excellent organisation, planning and time management skills for effective working and prioritisation of workloads and ability to work under own initiative when managing a large portfolio of complex projects or managing complex business and legal processes</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Ability to work flexibly and, at times under pressure, to meet deadlines and changing priorities</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Enthusiastic, proactive and professional approach</li> </ul>	✓	
<ul style="list-style-type: none"> <li>A self-starter, highly self-motivated whilst also a very strong team player</li> </ul>	✓	
<ul style="list-style-type: none"> <li>IT literate with proficiency in Microsoft PowerPoint, Excel and Outlook and Apple products</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Full UK-valid driving licence and access to own transport. Required to travel throughout Scotland on a regular basis to meet with clients/ HEI partners</li> </ul>	✓	
<ul style="list-style-type: none"> <li>Experience of working in a Retrofit role. Preferably client facing.</li> </ul>		✓
<ul style="list-style-type: none"> <li>Experience of working in an economic development context</li> </ul>		✓
<ul style="list-style-type: none"> <li>Experience of working with and applying for EU / UK Government funding mechanisms involving business led R&amp;D collaborating with academic/public sector</li> </ul>		✓
<ul style="list-style-type: none"> <li>Experience of working with Universities and/or Colleges relating to innovation/R&amp;D</li> </ul>		✓
<ul style="list-style-type: none"> <li>Experience of working with specific complex client groups such as the public sector, Higher Education Institutions (HEI) and Further Education Colleges to deliver customer requirements</li> </ul>		✓
<ul style="list-style-type: none"> <li>Experience of preparing funding or commercial bids</li> </ul>		✓
<ul style="list-style-type: none"> <li>Proven track record of new business generation</li> </ul>		✓
<ul style="list-style-type: none"> <li>Proven track record of working in complex, occasionally 'political', multi layered stakeholder environments, with competing agendas and demands and strong personalities.</li> </ul>		✓
<ul style="list-style-type: none"> <li>Project Management skills in particular agile or scrum approaches.</li> </ul>		✓