

Job Description

Job Title:	Consultant Engagement Manager (CEM)
Reporting to:	Director of Business Engagement
Works closely with:	Business Engagement Team, Business Delivery Team, the academic community and their support staff, business facing teams within College, external clients
Location:	South Kensington, London SW7 with travel to other College sites and client meetings/networking events
Salary:	In the range of level 3b commensurate with relevant experience and knowledge & management responsibilities entailed in this job

Summary of Post:

The purpose of this role is to stimulate and increase the engagement of academics as consultants to external organisations and to maintain excellent customer service to consultants, clients and Imperial College London. The post holder will be assigned College departments for which they will be custodian of the overview of the complete portfolio of consultant engagement, co-ordinating the relationship between the company and the consultant community. The role will involve identifying and engaging new consultants, supporting consultants with new opportunities and the proactive preparation of commercial proposals and tenders within the company's governance and guidelines.

The role will involve working with:

- Colleagues in the Business Engagement and Business Delivery teams to develop good relationship management with the consultant community: working closely with the Contracts team to deliver the pre-contract award service to academics and clients, working with the Marketing and Communications Manager to promote consultancy to the academic community and externally, plus coordinating with colleagues in Business Delivery to enable an efficient transfer from pre-contract award in to project delivery.
- Consultants and potential new consultants to generate awareness of the benefits of consultancy to the academic community, to develop new consultancy opportunities and to support the community in the winning of new work.
- The College community to increase the understanding of the value of consultancy to the College strategic aims and with other business facing teams within College to share College and client facing intelligence and best practice.
- External organisations to identify and develop new contacts and consultancy opportunities converting the opportunities to projects and repeat business with excellent service to the client throughout.

Primary responsibilities and tasks:

Management:

- To be the focal point for the relationship between the company and the consultant community within assigned College departments by maintaining the relationship overview and co-ordinating the ownership of consultant facing interactions by colleagues.
- Identify new consultancy opportunities within the College and externally, managing assigned business opportunities.
- Support current consultants and re-engage dormant consultants stimulating new consultancy activity and where appropriate adding value to those opportunities that the consultants initiate.
- Recruit new consultants to undertake consultancy, supporting them through the process of opportunity generation and development.
- Up skill the consultant community to undertake opportunity generation and development themselves so they can work directly with Contracts Managers hence providing capacity for the CEM role to engage the next generation of consultants/engage in bringing more opportunities to the consultant community.
- Identify, prepare and submit requests for information, proposals, quotations and scopes of work to time and budget constraints, flagging concerns and recommending corrective action where appropriate.
- Prepare appropriate statements of work for inclusion in the contractual agreement in a timely manner and work with the Contracts Team to achieve suitable terms.
- Coordinate client meetings including making the necessary arrangements for facilities, catering, accommodation and travel.
- Engage in the development of expertise and opportunity databases.
- Deputise for team members as appropriate.

Planning and Organising:

- Work with the Business Engagement team and Business Delivery colleagues who are engaging with College departments within the role's remit to collectively deliver the teams' contributions to growing consultant engagement and company KPIs.
- Plan, prioritise and organise own activity in support of the company's strategy to achieve company KPIs flagging issues to line manager.
- Contribute to the Business Engagement team's input to company business plan and financial planning.

Liaison and Influence:

- Develop knowledge of the strategic aims, research capabilities and activities within the College departments within remit so opportunities can be developed to ensure shareholder return such as impact, academic career development etc.
- Have a visible presence and recognition within the College departments within remit.
- Build and maintain excellent working relationships with existing, new and potential consultants and clients, in all cases coordinating closely with owners of existing relationships.
- Build and maintain excellent working relationships with staff throughout the company to ensure there is appropriate support for opportunity development and project delivery across the company and College.
- Work with the College's business facing teams to exchange information/opportunities and market intelligence, where appropriate developing shared approaches.
- Ensure the Business Delivery team receives all the appropriate information and support to ensure operational and customer service excellence in delivering projects.
- Work with the Marketing and Communications Manager to identify marketing campaigns, events and development of marketing materials to support achievement of company goals.

Finance and Resource Management:

- Support the achievement of company, team and personal targets on time and on budget.
- Ensure new projects provide return to the shareholder, are financially viable and priced at market rate based on costs prepared within company guidelines, flagging areas of concern to senior members of the team.

Analysis, Reporting and Documentation

- Maintain and update the company's Management Information Systems in line with company processes.
- Regularly monitor, review and share the consultant engagement overview with the internal company team with whom you are working and the Director of Business Engagement.
- Identify and report College or client factors that may impact consultant engagement.
- Undertake data analysis and market research to measure engagement and determine areas with potential for increased engagement. Work with the Director Business Engagement to determine increased engagement initiatives and work with the Business Engagement team to deliver.
- Identify and provide necessary documentation for bids and tenders.
- Collate, edit and prepare reports and presentations.
- Identify potential case studies and marketing material and develop with the Marketing and Communications Manager.

Customer Service and Continuous Improvement

- Respond to all enquiries and all stakeholders (client, consultant, College and colleagues) in a professional manner within company response rates.
- Seek to improve service levels for consultants and external clients.
- Evaluate internal processes, recommend and participate in company approved process improvement projects.

Measures of Success

- Increased academic engagement in consultancy in assigned areas.
- Increased number of opportunities, projects and revenue within assigned areas.
- Increased return to the College with respect to the impact agenda.
- Increased recognition of Imperial Consultants and understanding within College of the value consultancy provides to the College's strategic aims and academics careers.

As job descriptions cannot be exhaustive, the post-holder may be required to undertake other duties which are broadly in line with above key responsibilities.

The post holder is expected to observe and comply with all the Company's policies and regulations, for example Health and Safety and Data Protection etc.

Imperial Consultants is committed to equality of opportunity and of eliminating discrimination. All employees are expected to adhere to the principles set out in the Equal Opportunities in Employment Policy, Promoting Race Equality Policy and Disability Policy and all other relevant guidance/ practice frameworks.

Person Specification

Job Title: Consultant Engagement Manager

	Essential	Desirable
Knowledge (incl. Qualifications)	<ul style="list-style-type: none"> Educated to degree level or equivalent relevant experience in Engineering, Science, Technology, Medicine or Business. 	<ul style="list-style-type: none"> Post graduate qualification in Engineering, Science, Technology, Medicine or Business.
Experience	<ul style="list-style-type: none"> Business development/relationship management. Preparing cost calculations and prices. Writing effective proposals tenders and reports. Project management and co-ordination within a team. 	<ul style="list-style-type: none"> Working in an academic environment.
Skills & abilities	<ul style="list-style-type: none"> Self-directed, able to work on own initiative within company guidelines. Strong listening and communication skills to build excellent working relationships with academics, colleagues and clients. Proven effective co-ordination, negotiation and influencing skills. Good organisational skills to adhere to deadlines under pressure. Attention to detail and able to write concisely and review written and numerical data accurately. Proven administrative and project management skills. Computer proficient – MS Office. 	<ul style="list-style-type: none"> Oral presentation skills.
Personal attributes & aptitudes	<ul style="list-style-type: none"> Broad interest in science, technology, medicine & business. A good team player, working together with academics, colleagues and management for common good of company. Self-motivated & able to work 	

	<p>on own initiative adapting to the changing demands of the job.</p> <ul style="list-style-type: none">• Relate with tact and discretion to people at all levels, especially academic and commercial world and different cultures.• Ability to attend events and when necessary work outside of office hours.	
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