



JOB DESCRIPTION

Job Title:	Business and Commercial Development Manager
Department / Unit:	School of Business and Management
Job type	Full-Time, Fixed-Term, Professional Services
Grade:	RHUL 8
Accountable to:	Executive Director of Business and People Services Executive Dean of Royal Holloway Business School
Accountable for:	N/A
Purpose of the Post	
<p>Royal Holloway has recently launched its new strategy – RH2030s – which places a strong emphasis on doing things differently. A key part of this change is emphasizing a Business Plus approach to new course development and a strong focus on industry-immersive education and research. Together, these rely on developing a deep awareness of what our students want and what business requires from Royal Holloway, where we can seek out new opportunities and adapt to the changing needs of individuals, industry, and society in a purposeful way.</p> <p>Royal Holloway Business School (RHBS) (previously names School of Business and Management) is central to that strategy, and its ambition is to be a leading London-based European business school. RHBS already operates a successful suite of education and research courses (BSc, MSc, and PhD) from both its Surrey and central London campuses and has been developing an ambitious external engagement strategy. This includes a suite of new industry-driven BScs and MScs, and a programme of engagement to support research, placements, and experiential learning as well as the provision of executive education focused on our expanding central London campus based as part of the University of London estate.</p> <p>To meet its strategic objectives the University seeks to appoint a Business and Commercial Development Manager working from a base in the Business School but with cross-university reach. The appointee will report to the Executive Dean of the Business School and the Executive Director of Business and People Services. They will work closely with the school and University leadership and other key stakeholders in the Business Plus area (including the school of Law and Social Sciences, academic leaders in the areas of creative industries, Vice Deans, Directors of External Engagement, and the Pro-Vice-Chancellors) to deliver the School's external engagement strategy and to scope new areas of activity and portfolio diversification.</p> <p>The appointee will provide crucial support for the development of new BSc and MSc degrees in Business and the broader Social Sciences at our Central London campus, lead the development, launch, and growth of the Business School's new executive education provision, and engage in supporting a market-led approach to the development of new courses across the university. The appointee will also champion the Business School's other external engagement activities, i.e., commercial relationship building, and impactful research and make sure this develops potential in a university-wide context. The Business</p>	

and Commercial Development Manager will be responsible for initiating and managing business development opportunities, and for successfully managing client relationships.

The appointee will be able to operate within research-intensive institution, manage and develop partnerships, propose new courses, and support the delivery of outstanding student experience.

Key Tasks

1. Work closely with the Business School's and University's externally focused teams and the academic community to build upon existing relationships and identify and develop new business and commercial opportunities.
2. Lead or participate in business development projects, managing a portfolio of accounts to build long term business relationships.
3. Work with the appropriate academic teams to support the development of significant new BSc and MSc degrees in our Central London campus, with a clear focus on industry partnerships.
4. Work with the appropriate academic teams in the development of open courses and CPD programmes to meet market needs.
5. Support the development of entrepreneurial skills among our student body through business-led course development and wider engagement/placement opportunities.
6. Liaise and engage with key internal (Commercial Services; Research and Enterprise) and external stakeholders and organisations, such as the Chambers of Commerce, the Purpose Coalition, to identify new opportunities for commercial activity.
7. Be responsible for client satisfaction, resolving issues and providing prompt and valuable guidance and assistance.
8. Manage the commercial relationship with clients and internal processes, including finance and legal departments, to ensure a professional and seamless client experience.
9. Collaborate with the relevant Vice-Deans for Research and Knowledge exchange and the Research and Innovation team to identify opportunities for research impact and consultancy.
10. Contribute to resource planning across a range of relevant activities.
11. Act as specialist point of contact, gathering and presenting complex data and information sources, interpretation and analysis with respect to executive education and knowledge exchange.
12. Promote and develop a deep understanding of Royal Holloway's engagement with business and industry sectors and its external partners generally.
13. Ensure all activities, processes and transactions are accounted for accurately and promptly to meet regulatory and professional service and policy standards.
14. Ensure all stakeholder-facing activities provide an accessible, friendly, and professional service.
15. Analyse stakeholder feedback, implementing and reviewing service provision.
16. Understand and interpret relevant government policy, regulatory and funding frameworks, and local authority initiatives.
17. Build and sustain an influential network of contacts both internally and externally, engaging and influencing internal and external stakeholders.
18. Represent executive education and client services at promotional and network events.

Other Duties
<p>The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the University. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.</p> <p>The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.</p>
Internal and external relationships
<p>The following list is not exhaustive, but the post holder will be required to liaise with:</p> <p>Internal</p> <p>Senior Leadership Team and University Council</p> <p>Academic departments including leads for Central London Campus activities</p> <p>International Advisory Boards for Business School and industrial advisory boards for all academic areas in the University</p> <p>Marketing and Communication teams</p> <p>Education and Student Journey teams</p> <p>Research and Innovation team</p> <p>Alumni Team</p>

Directors of External

Engagement

Strategic Planning

External

Chambers of Commerce

Local, national and global
businesses.

Membership organisations

University of London

Government sponsors and relevant departments



PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

Job Title: Business and Commercial Development Manager **Department:** School of Business and Management

	Essential	Desirable	Tested by Application Form/Interview/Test
Knowledge, Education, Qualifications and Training			
Degree or equivalent qualification/experience	X		Application
Skills and Abilities			
Excellent written and oral communication skills	X		Application/Interview
Ability to build strong working relationships with internal and external stakeholders at all levels and across different cultures	X		Interview
A proactive and results oriented approach	X		Application/Interview
Excellent interpersonal skills and confidence to work independently	X		Interview
Ability to work under pressure, to tight deadlines and within agreed budgets	X		Application/Interview
Ability to lead a team	X		
Highly organised with excellent attention to detail	X		Application
Ability to lead a project	X		Application/Interview
Ability to review and analyse data and write/input into written reports/business cases and proposals	X		Application/Interview
Ability to operate within research led institution	X		Application interview
Experience			
Experience of working in Higher Education in a Business Development, executive education or related role	X		Application
Experience of influencing organisational strategy	X		
Experience of developing/commissioning new courses (at degree level or for CPD)	X		Application
Interest and knowledge of current issues facing the Higher Education sector	X		Interview
Experience of negotiations with stakeholders of all levels	X		Application/Interview

A track record of working with a wide range of commercial businesses and a wide range of industries and sectors	X		Application/Interview
Evidence of producing insightful, data-rich, and actionable reports and business cases	X		Application/Interview
Other requirements			
Willingness to do occasional work outside of usual office hours (evenings and weekend) and ability to travel to work off-campus	X		Application/Interview
Ability to travel nationally and internationally to meet global clients.	X		Application/Interview