

# KNOWLEDGE EXCHANGE OFFICER



## Role Profile

<b>Title</b>	Knowledge Exchange Officer	
<b>Grade</b>	GRADE G	
<b>Reference:</b>	<b>N545</b>	
<b>Reports to:</b>	Marine Business Technology Centre Director	
<b>Work style Definition</b>	Office based hot–desk/touch down worker	
<b>Job Type:</b>	Professional	
<b>Primary purpose of role</b>	This role will help businesses access the expertise and facilities necessary to address key technology challenges, so new products and services can be developed in collaboration.	
<b>Key accountabilities and key measures</b>	<p><b>Role outcomes</b></p> <ul style="list-style-type: none"> <li>▪ Businesses feel well supported and there is a tangible benefit to the business receiving support through the MBTC (40%)</li> <li>▪ Service delivery is seamless with high degree of coordination and collaboration between delivery partners (30%)</li> <li>▪ Work programme successfully completed within the funding budgets, ensuring that reporting procedures, data gathering and audit meet the needs of funders including the inaugural ERDF funding (30%)</li> </ul>	<p><b>Role measures</b></p> <ul style="list-style-type: none"> <li>▪ Project achieves its output targets</li> <li>▪ Increased business engagement and investment in innovation related activities and assets and increased product, service and process development resulting in the creation of new jobs and achieving project outputs.</li> <li>▪ The quality and quantity of stakeholder engagement within the MBTC project</li> <li>▪ Work programme completed within the funding budget and audit criteria met</li> </ul>
<b>Key activities</b>	<p><b>Aiding the development of new technologies 50%</b></p> <ul style="list-style-type: none"> <li>▪ Ensure that eligible businesses can exploit the innovation and research resources of the MBTC and its partners</li> <li>▪ Ensure business have access to specialist land based facilities and linked to in sea test facilities to enable product development</li> <li>▪ Undertake organisational needs analyses and broker support where appropriate</li> <li>▪ Connect relevant research base expertise, available sources of finance and commercial challenges in order to unlock innovation.</li> <li>▪ Work closely with business beneficiaries to promote their innovations nationally and internationally</li> <li>▪ Negotiate on behalf of business with marine sites such as Oceansgate to broker access to the water</li> </ul>	

	<p><b><u>Build and maintain relations with internal and external stakeholders (30%)</u></b></p> <ul style="list-style-type: none"> <li>▪ Build and maintain relationships with business owners, providing them with practical support to help them grow</li> <li>▪ Organise and attend national and international marine trade and investment shows to raise profile of the MBTC and Plymouth.</li> <li>▪ Maintain relations with knowledge partners to ensure seamless engagement with businesses</li> <li>▪ Develop and maintain relations with national and supranational government agencies to link businesses with the funding support that will accelerate their growth (DIT, Innovate UK etc.).</li> </ul> <p><b><u>Management of the work programme (20%)</u></b></p> <ul style="list-style-type: none"> <li>▪ Handling commercially sensitive information and data for the Council, MBTC partners and for businesses that work with the Centre and locate at Oceansgate.</li> <li>▪ Provide Board level support through reports and presentations on project performance</li> <li>▪ Contribute to the successful delivery of the Project including managing budgets in support of the MBTC Director</li> <li>▪ Understand and comply with relevant EU and national legislation, regulations, government and council policy, managing the Project Handbook with policies, processes, forms and procedures to ensure efficient and compliant project delivery.</li> <li>▪ Undertake other duties appropriate to the grade of the post</li> </ul>
<p><b>Essential qualifications/knowledge</b></p>	<ul style="list-style-type: none"> <li>▪ Competent user of Microsoft Office</li> <li>▪ Knowledge of project management principles, methodologies and processes</li> <li>▪ Good communication and report writing skills</li> <li>▪ ERDF programme administration &amp; coordination experience</li> <li>▪ 5 GCSE (Grade A-C) or equivalent including English and Maths essential to demonstrate a standard of literacy/numeracy commensurate with the role.</li> <li>▪ Detailed appreciation of the skills and assets housed at the various research organisations and they will build networks of marine sector SME's</li> <li>▪ Knowledge of the marine sector and in particular marine technologies</li> <li>▪ Requirement to have a Full UK Driving Licence</li> </ul>
<p><b>Desirable qualifications/knowledge</b></p>	<ul style="list-style-type: none"> <li>▪ A degree in a related field</li> <li>▪ Accredited through the Association of Project Management</li> <li>▪ Knowledge of creating and maintaining web pages</li> <li>▪ Experience of working in economic development and or large regeneration projects</li> <li>▪ Detailed appreciation of the skills and assets housed at the various research organisations and they will build networks of marine sector SME's</li> </ul>
<p><b>Essential experience</b></p>	<ul style="list-style-type: none"> <li>▪ Experience of working with higher levels of management</li> <li>▪ Working in a complex multi- agency/partnership setting</li> <li>▪ Evidence of working on own initiative and responding independently to unexpected problems</li> <li>▪ Working in a similar knowledge exchange/business support environment</li> <li>▪ Working in a matrix management environment with potentially competing demands for time</li> <li>▪ Interpreting complex datasets and information</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Problem solving skills to understand and resolve more complex issues and identify evaluation strategies</li> </ul>
<b>Desirable experience</b>	<ul style="list-style-type: none"> <li>▪ Working with politicians</li> <li>▪ Working with social media</li> </ul>
<b>Essential skills</b>	<ul style="list-style-type: none"> <li>▪ High level of interpersonal and communication skills are needed in order to exchange complex information with a range of audiences such as Senior Officers, project stakeholders and outside organisations</li> <li>▪ Negotiating and persuasive skills are used to be able to influence others in a particular course of action e.g. securing the best price for the procurement of new furniture for a school</li> <li>▪ Problem solving to identify solutions to problems posed e.g. facing conflicting timescales may require a change of action within the project plan</li> <li>▪ Keyboard skills are required to take minutes at meetings, to produce clear project documents such as schedules and budget reports, to use e-mail for communications and to maintain and update the project's web page</li> <li>▪ Planning and organisational skills to plan meetings and events</li> <li>▪ Budget management and monitoring skills</li> <li>▪ Time Management Skills to work to deadlines and achieve individual objectives on-time</li> </ul>
<b>Corporate standards</b>	
<ul style="list-style-type: none"> <li>▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance.</li> <li>▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its policies and procedures.</li> <li>▪ Work within the requirements of the Council's Health and Safety policy, performance standards, safe systems of work and procedures.</li> <li>▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation.</li> </ul>	



# European Union

## European Regional Development Fund