



European Union

European Regional
Development Fund

**Lancaster
University**



JOB DESCRIPTION
Business Liaison Officer
Vacancy Ref: N1390

| | | | |
|---|--|-----------------------|---|
| Job Title: | Business Liaison Officer | Present Grade: | 6 |
| Department/College: | Management School Business Engagement Team | | |
| Directly responsible to: | Business Engagement Manager | | |
| Supervisory responsibility for: | Student Placement Staff, Temporary Staff | | |
| Other contacts | | | |
| Internal: LUMS staff including the Marketing Office; Research and Enterprise Services, (RES), Heads of Departments; the School's academic, administrative and secretarial staff, the Finance Office, HR | | | |
| External: LUMS partners, SMEs (Small and Medium sized Enterprises), other universities, external speakers and consultants and other suppliers, researchers, research bodies, European Regional Development Agency (ERDF) | | | |
| This post is part-funded by the European Regional Development Fund Programme 2014 to 2020 and is offered on a fixed term basis until 31 Dec 2018 in the first instance. | | | |
| Major Duties: | | | |
| Under direction of the Business Engagement Manager the role holder will work to support the promotion of activity within the LUMS Business Engagement Team, specifically focusing on identifying eligible companies within Cumbria to be offered support. | | | |
| Specifically the role holder will be employed to: | | | |
| Recruitment and networking | | | |
| <ul style="list-style-type: none"> • Develop networks and relationships with partners and stakeholders in the region for the purposes of dissemination and recruitment. • Represent the LUMS Business Engagement Team and the University at external and internal networking and other events which may require evening attendance and out of hours travel within the region. • Act as a point of contact for clients and enquirers to the LUMS Business Engagement Team activities, diagnosing business support needs and referring as necessary. • Act as an intermediary to effectively manage the relationship between SMEs and the university. • Produce and present materials at seminars, networking events, exhibitions. • Identify and signpost clients onto further knowledge exchange support available throughout the university. | | | |
| Student Project support | | | |
| <ul style="list-style-type: none"> • Support the student project consultancy process from recruitment of SMEs and diagnosis of client business support needs to align with academic requirements through to post consultancy review, providing practical support to clients and students as required. • Conduct client visits pre- and post-programme to support the businesses in preparing project briefs and programme paperwork. • Help fulfil the business needs of SMEs, undertaking research, face-to-face and telephone interviews, report writing and company presentations following analysis of business issues. Also supervising temporary staff members to undertake this activity. | | | |

Marketing

- Work with the Marketing and Communications Officer and Project Managers to contribute to the content of marketing materials, newsletters and case studies.
- Work with the Marketing and Communications Officer to develop recruitment campaigns for business support activities.
- Maintain online forums including posting notices to inform delegates and students of business support matters.

General

- Support Project staff as necessary in the timetabling and organisation of business support programmes.
- Support and update the client CRM system for the LUMS Business Engagement Team.
- Produce all relevant documentation / reports in line with requirements of the funding body as directed.
- Ensure that SME beneficiaries are aware of ERDF funding criteria and requirements, and to be responsible for the collection of relevant paperwork associated with the ERDF funding body.
- Assist in the collection of project outputs in relation to the ERDF projects
- Support the Business Engagement team to diagnose SME business support needs for the development and delivery of business support programmes e.g. workshops and seminars.
- Be responsible for the supervision of temporary members of staff.
- Provide support and cover for other members of the team during busy periods and holiday times.
- Undertake other duties appropriate to the grade of the position as required by the Business Engagement Management team.
- Undertake any necessary training and development as appropriate