JOB DESCRIPTION
Business Gateway Manager
Vacancy Ref: A2117

<table>
<thead>
<tr>
<th>Job Title: Business Gateway Manager</th>
<th>Present Grade: 8</th>
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<td>Department/College: Research &amp; Enterprise Services</td>
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<td>Directly responsible to: Head of Partnerships and Business Engagement</td>
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<td>Supervisory responsibility for: Not Applicable</td>
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Other contacts

**Internal:** Director of Research and Enterprise, Director of Enterprise and Innovation, Associate Dean for Engagement Lancaster University Management School (as the primary academic lead); Other Faculty Associate Deans for Engagement, Business Development Staff, Research and Enterprise Services staff (including but not limited to Research and Contracts Support Office, Research Development Staff, Project Support Unit).

**External:** Appropriate members of staff in private and public sector and other collaborating organisations, funding agencies, Government and public sector bodies, equivalent roles in other HEIs and professional organisations.

Major Duties:
Lancaster University has a proven track record in collaborating with businesses, in particular Small and Medium Sized Enterprises (SMEs) to drive economic growth. In the last 20 years, we have worked with over 11,000 SMEs, created more than 6,500 new jobs and generated 250-plus start-up businesses. In 2016, Lancaster was ranked as the leading UK university for Regeneration and Economic Development according to the HE Business and Community Interaction Survey.

Examples of the types of innovative and distinctive approaches to supporting SMEs include:

- A 40+ community of Entrepreneurs in Residence (EiR) who support research, teaching and engagement activities. Hundreds of businesses regularly attend masterclasses, workshops and networking programmes held on campus;
- The Productivity through People (PtP) programme, a nationally unique programme focused on behavioural change within advanced manufacturing owner/managers to empower positive employee engagement to boost productivity. Supported by BAE Systems, Rolls Royce and Siemens;
- The LEAD programme, which translates world-class research into impact by supporting the leadership development of SME owner managers and has supported 1,700 businesses across the UK;
- The China Catalyst Programme builds on the university’s international reach to support SMEs to forge new R&D based joint ventures with Chinese businesses and organisations. The partnerships are supported by teams of cross-disciplinary postgraduate students;
- The Centre for Global Eco-Innovation that supported 50 three-year PhD-led R&D collaborations with regional SMEs to develop new ‘eco-innovative’ products processes and services;

The role of the Business Gateway Manager is to establish strong relationships with business development staff across Faculties to ensure that our external partnerships are developed into sustained relationships, where appropriate, and that collaborating organisations are managed between the various programmes that run, both within the University and externally as appropriate, so they are informed about all the engagement opportunities that are available to them and are transitioned between them as effectively and efficiently as possible. Specific duties will include:

- Acting as a first point of contact for new external partners engaging with University, understanding their initial requirements and ensuring they are directed quickly and efficiently to relevant business
development colleagues and associated engagement mechanisms;

- Working with wider business development staff to provide a means of supporting businesses that are coming to the end of a specific interaction to continue to engage with the University;
- Supporting the development of institutional business intelligence and relationship management (including CRM systems where appropriate) that captures the breadth of engagement activities undertaken by external partners to be shared across the institution;
- Taking responsibility for ensuring consistency and coherency when planning external business engagement communications and attending external events, working with faculty based business development staff in doing so;
- Working with wider business development colleagues to actively identify potential income generating cross faculty initiatives including consultancy and contract research; private/public sector tender opportunities; development of new multi-disciplinary CPD programmes and degree apprenticeships;
- Building upon the existing EiR Programme and developing similar platforms including expansion of our current “in residence programmes” and new initiatives that should arise;
- Developing innovation networks as appropriate to support and enhance the University’s role as a key ‘anchor organisation’;
- Delivery of industry facing events and roundtables with relevant sectors and representatives for industry associated bodies, policy makers, Local Enterprise Partnerships, regional growth hubs (BOOST Lancashire), other institutions to support and develop engagement and diversify income sources across the University, including coordinating across relevant faculty teams where appropriate;
- Any other duties consistent with the nature and grading of the role as agreed.