**JOB DESCRIPTION**  
**Head of Consultancy Service**  
**Vacancy Ref: A3473**

<table>
<thead>
<tr>
<th><strong>Job Title</strong></th>
<th>Head of Consultancy Service</th>
<th><strong>Proposed Grade:</strong></th>
<th>8P</th>
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<tbody>
<tr>
<td><strong>Department/College:</strong></td>
<td>Research &amp; Enterprise Services</td>
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<td><strong>Directly responsible to:</strong></td>
<td>Jon Powell</td>
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<td><strong>Supervisory responsibility for:</strong></td>
<td>G7 Consultancy Officer, G6 Consultancy Support Officer</td>
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**Other contacts**

**Service provides**

**Internal:**
- Heads of academic departments and Deans
- Centre and Institute Directors
- Governance colleagues and University Committees
- Faculty-level committees
- Faculty Finance Partners and Administration Managers
- Faculty HEIF leads and administrators
- Deputy Director of Finance & Finance Colleagues
- Insurance contacts
- Business Development Managers
- Careers & Employment & Recruitment Service Colleagues
- Individual members of academic and professional services staff
- Enterprise Analyst (HEBCI/KEF)
- Research Support Office

**External:**
- Counterpart Managers/Heads in other universities
- Businesses, NGOs, Charities and other bodies (as external clients)
- Legal and commercial advisors
- Chamber of Commerce, LEPs, and other business and enterprise promotion partners
- Innovate UK and other funding bodies

**Major Duties:**
- Lead and develop the long-term strategic agenda for consultancy across the University, generating an increase in measurable activity and positioning consultancy as a primary relationship building activity leading to a range of benefits and long-term commercial relationships.
- Develop and manage the Consultancy Service to become a recognised and key tool for knowledge exchange, impact and commercial engagement.
- Raise awareness and build support for the service ensuring that stakeholders have the opportunity to provide input and feedback on the developments.
- Build and grow the service year on year, within the strategic principles approved by University Council, to embed the consultancy service as an integral and key part of University knowledge exchange mechanisms.
- Identify and understand interdependent policies and processes and liaise with colleagues in relevant areas where necessary to propose changes to, policies, systems and processes that interface with the developing
consultancy process, drafting as required and supporting such proposals for change at relevant committees as part of the approval process.

- Develop systems, processes and working practices that will facilitate consultancy projects and ensure swift, efficient set up, approval and contract agreement and meet the reporting requirements to ensure effective monitoring and measurement.

- Develop and produce system and process guidance, marketing and promotional material as required ensuring communication of key benefits, drivers and expected standards.

- In consultation with stakeholders and the Enterprise Analyst, propose and develop performance measures and methodology for their collation that enables service measurement and meets the reporting requirements of the HE-BCI/KEF returns to HESA.

- Engage with senior academic and professional services staff to raise awareness and understanding of the need for change in the way that consultancy is delivered at Lancaster. Influence thinking and develop feedback and support for proposals, adjusting in response to concerns and constraints as agreed by the relevant committees.

- Promote Lancaster University to external organisations and potential clients to raise the awareness of the expertise within Lancaster University and the impact of our consultancy support activities.

- Develop and deliver material to contribute to post-graduate education and skills development around consultancy. This includes researcher development. Delivering consultancy as part of a University-led team, independent consultancy, or in support of the Enterprise team, clients that are looking to develop their own consultancy business.

- Develop, oversee and manage consultancy projects through the stages of process, guiding and coordinating with finance and contracts colleagues where appropriate and ensuring positive outcomes and client satisfaction.