**JOB DESCRIPTION**
*Reference Number: N2703*

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Consultancy Support Officer</th>
<th>Present Grade:</th>
<th>6P</th>
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<tbody>
<tr>
<td>Department/College:</td>
<td>Research &amp; Enterprise Services</td>
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<td>Directly responsible to:</td>
<td>David Jordan, Head of Consultancy Service</td>
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**Supervisory responsibility for:**

**Contacts**

**Internal:**
- Individual members of staff
- Faculty finance and departmental administrators
- Business Development Managers
- Heads of departments
- Enterprise Analyst
- Other staff within Research and Enterprise Services
- Students

**External:**
- Businesses
- Other universities
- Government departments
- Charities

**Major Duties:**

Reporting to the Head of Consultancy Service, the Consultancy Support Officer will provide guidance and development support for consultancy opportunities for staff at Lancaster University, as well as administration of ongoing consultancy projects, ensuring timely responses, submission of relevant documents, completion of internal paperwork and monitoring of action due dates. The purpose of the role will be to support the Head of Consultancy Service in providing excellent customer service to applicants and external clients of the service, and to develop the service ensuring sustainable growth and improvement.

**Key activities of the CSO will include:**

- Supporting individuals with guidance in response to enquiries for consultancy
- Utilising standard templates and forms for consultancy activity to facilitate applications for consultancy support
- Client liaison, negotiation and appropriate amendment of contract templates.
- Review of external client contract templates and recommendation of appropriate amendments to minimise risk.
- Monitoring caseloads, identifying key dates for action and prioritising interventions to ensure timely contracting, project set-up, invoicing and payments
- Database maintenance, updating and tracking project stages and completion to ensure accurate reporting metrics
- Project set up, reporting and invoicing.
- Promoting the consultancy support service, providing examples of how it can add value to departments and individual members of staff
- Adhering to service standards and team values for the consultancy support service.
• Supporting development of relevant case studies to help define consultancy activities in the university context
• Provide advice and guidance to Business Development Managers across the university to ensure staff have the right support to maximise the impact of their engagement and consultancy activities and ensure contacts with external clients can lead to further knowledge exchange activities