

**University of Derby Job Description**

# **Job Summary**

## **Job Title**

Senior Relationship Manager

## **College/Department**

Innovation and Research

## **Location**

Kedleston Road, Derby, DE22 1GB

## **Job Reference Number**

0439-24

## **Salary**

£58,863 to £73,579 per annum (for exceptional performers, there is scope for further progression up to £84,616 per annum)

## **Reports To**

Provost - Innovation and Research

## **Line Management Responsibility**

Yes

# **Job Description and Person Specification**

## **Role Summary**

The primary aim of this role is to oversee and build the University’s relationship with a small number of high value clients. The role holder will ensure the agreements with key partners are delivered to high standards. It is expected that the role will bring greater value to our partners to ensure they are gaining value from the whole institutional capabilities. In turn the role will also ensure our engagement with key partners will drive forward the University’s strategic priorities.

The role holder will be expected to work across the executive and business to identify new, high-value, opportunities to further deliver the University’s strategy. This will involve working in partnership with industry to influence regional and national stakeholders to gain support for partnership priorities.

## **Principal Accountabilities**

1. Lead on the strategic development of existing client relationships ensuring the University maximises the opportunities for student placements and income.
2. Thoroughly understanding a clients’ needs and objectives and provide comprehensive solutions where the University can support the achievement of their operations.
3. Act as the lead connection point between the University and the clients to ensure the service and support the University provides meets or exceeds the client requirements.
4. Identify, capture and manage any risks with the delivery of any services or support to a client and escalate these appropriately, especially if there is the potential for damage to reputation or relationship with the client
5. Work collaboratively with other teams, across the breadth of the university, to provide regular oversight and reporting of all activity with the clients to the University Executive Board.
6. Working collaboratively with internal stakeholders to secure external funding opportunities aligned to areas of core focus between the University and its clients.
7. Engaging with regional and national stakeholders to influence policy developments and create opportunities to support the delivery of the priorities of the University and its clients.
8. Lead the negotiation of new and existing agreements with clients, ensuring this maximises the financial and strategic return for the University.
9. Provide support and advice to the broader teams working with the clients to build the culture of relationship management across the wider University.
10. Represent the University at networking events to build and develop the client relationship.
11. Represent the University at key national and international forums to establish our reputation as a leading university for innovation and industry engagement.
12. Increase the University’s engagement and success in major strategic bids to support industry engagement.

## **Person Specification**

### **Essential Criteria**

#### **Qualifications**

* Relevant first degree (or equivalent qualification) or comparable knowledge gained through professional experience commensurate with a senior leadership role

#### **Experience**

* Demonstrable experience of building sustainable relationships with high value clients
* Significant track record of exceeding profit targets through client relationship management
* Demonstrable experience and track record in proactively developing new business opportunities and sustaining income streams
* Experienced in writing successful proposals for profit generation and strategic growth
* Experience of operating strategically at a senior leadership level in a complex organisation
* Track record of working with local government and the region to align partners strategies and meet institutional priorities

#### **Skills, knowledge & abilities**

* Highly collaborative and committed to team working across the institution
* Well-developed inspirational leadership and people management skills
* Demonstrable ability to build relationships, communicate, influence and negotiate effectively on a wide range of issues with different stakeholders internally and externally at a local and national level
* Able to prioritise under pressure to ensure the strategic priorities of the institution are maximised
* An ability to act independently and decisively
* Strong business skills and commercial acumen and track record of working with industry and commerce
* Ability to pitch the priorities of the University and close deals with its clients
* A good understanding of the working of Higher Education institutions (across School, College and Institutional levels where appropriate)
* Ability to identify opportunities for business engagement across all aspects of the University’s mission, and the nature of academic drivers/priorities and their variance between disciplinary
* An ability to understand business need to propose a potential variety of solutions that are relevant to the client’s requirements
* Strong organisational skills with an attention to detail, achieving University and external deadlines
* The ability to set appropriate service targets and monitor implementation of development plans to achieve desired impact
* Outstanding written communication skills, with the proven ability to develop high quality, audience appropriate written papers and strategies
* Ability to coach and mentor colleagues in the area of customer relationship management

#### **Business requirements**

* Willingness and ability to travel and work outside of normal working hours if necessary
* Occasional overseas travel may be required

# **Benefits**

As well as competitive pay scales, we offer generous holiday entitlement. We also offer opportunities for further salary progression based on performance, and the opportunity to join a contributory pension scheme.

For more information on the benefits of working at the University of Derby go to [the Benefit pages of our website.](https://jobs.derby.ac.uk/display.aspx?id=1912&pid=0&tabId=230)

# **Our People**

The University of Derby is committed to promoting equality, diversity, and inclusion. However you identify, we actively celebrate the knowledge, experience and talents each person brings. Our students come from a wide range of backgrounds; therefore we are particularly interested to hear from applicants who will help our leaders and teams be more reflective of our student population.