

Innovate UK

Role Profile

Title:	Competition Lead
Band:	UKRI Band E
Salary:	£39,748.00
Reports To:	Customer Relationship Manager (F)
Location:	Swindon
Contract:	12 Month FTC

The Organisation:

Innovate UK is a partner organisation within UK Research and Innovation:

UK Research and Innovation (UKRI) is a new entity that brings together nine partners to create an independent organisation with a strong voice for research and innovation, and a vision to ensure the UK maintains its world-leading position in research and innovation.

Innovate UK is the UK's innovation agency:

Innovate UK works with people, companies and partner organisations to find and drive the science, technology, business models, process and commercial innovations that will grow the UK economy - delivering productivity, higher value jobs and exports. Our aim at Innovate UK is to keep the UK globally competitive in the race for future prosperity.

For further information and to stay updated on our latest news visit www.gov.uk/innovateuk, follow us on [Twitter](https://twitter.com/innovateuk) at @innovateuk or subscribe to our [YouTube channel](https://www.youtube.com/InnovateUK) at www.youtube.com/InnovateUK.

Context:

The Competition Delivery Team are responsible for managing all the tasks and processes associated with the end-to-end delivery of competitions, namely allocation of competitions, application, assessment, project setup, successfully and robustly within the specified timeframes. You will work closely with the Customer Relationship Manager, Resource Demand Manager, Innovation Leads, and Competition Delivery Managers to provide support and knowledge to internal teams members, ensuring the end-to-end processes are completed efficiently.

Job Purpose:

The Competition Lead will lead a team to efficiently deliver the end-to-end processes of competitions from the initial inception of the competition idea to its completion in supporting successful applicants in receiving their grant offer letter and subsequently starting their project. A key requirement of the role is the ability to work as part of a team but to also work independently to achieve results and complete tasks to a high standard within a specified timeframe.

Key Responsibilities and Accountabilities:

- Manage the daily operations of the teams supporting the end-to-end process, allocating work to the individual team members, ensuring training across all activity is in place to maintain a fully functional team.

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- Deputise for the Customer Relationship Manager and help inform policy decisions and continuous process improvement.
- Deputise for other Competitions Leads and help support the teams to ensure a consistent approach across the competition landscape.
- Take ownership of your teams decisions and focus on delivering exceptional service through all pre-award activities
- Support other areas of Operations i.e. Customer Support Services and the Post award teams in understanding the specifics of a competition to enable them to maintain high levels of support to applicants
- Work with the Customer Relationship Manager to produce regular reports on all pre-award activities to track performance and service levels
- Act as the escalation point for any queries which cannot be resolved by a team member, collaborating with other Operations management team members for assistance on resolution as necessary
- Conduct monthly 1-2-1s with all team members, managing each person's objectives in line with their performance development reviews
- Define and create realistic SLAs to measure team performance
- Ensure that your team is successfully completing all activities within agreed SLA's.
- Ensure that all internal approval steps are completed and that your team issue the correct advice and guidance through the relevant channels
- Perform regular quality assurance checks and reviews with team members to ensure high levels of customer service
- Represent the team at Operations management meetings in absence of Customer Relationship Manager
- Work in an agile manner to respond to demands for change as the business needs
- Monitor the delivery of competitions to ensure they are delivered on time and at the appropriate quality.
- Manage and mentor all your direct reports, including conducting regular 1-2-1's and ensuring that PDRs are conducted with associated objectives set
- Ensure high quality internal and external customer service is maintained by your team
- Be a strong advocate of the core values of UKRI and Innovate UK

This is an outline description of the key responsibilities and accountabilities involved in the job. This is not an exhaustive list and the post-holder might be expected to undertake any other duties across the wider directorate, commensurate with the Band and level of responsibility of this post, for which the post holder has the necessary experience and/or training.

Person Specification:

The post-holder should have operational/project management experience in a fast paced and customer service-oriented environment. They must be passionate about customer service and have an engaging and encouraging manner for mentoring their teams.

Qualifications:

Essential -

- Degree level qualification or equivalent experience

Experience:

Essential –

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- Management experience within a changing, fast paced, administrative team in a customer facing environment
- Proven ability to build effective working relationships with administrative teams and stakeholders at all levels of the organisation
- Experience leading to an understanding and commitment to the values of accountability, probity, openness and diversity and a significant grasp of public accountability and the associated obligations
- Experience of working in a managerial role in a funding assurance or related discipline
- Experience of working with procurement regulations
- Experience of working to strategic goals
- Experience of setting smart objectives for your direct reports
- Strong communication skills
- Ability to make decisions and operate independently.
- Excellent diplomacy and balanced judgement.
- Exceptional influencing, negotiation, and relationship-building skills
- Strong team working skills with the ability to network beyond the core team, throughout the organisation and UKRI.
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Desirable –

- Commercial acumen, developed in the private-sector or at the public/private-sector interface

Skills:

- Highly self-motivated and able to lead on own initiative
- Excellent communication and stakeholder management skills, gravitas and an engaging manner
- Ability to problem-solve and make decisions
- Ability to prioritise & resolve conflicting priorities
- Ability to get things done – being solution focussed with a collaborative style
- A creative thinker with the ability to translate ideas into effective delivery
- Strong analytical and problem-solving skills, including the ability to quickly understand new and complex issues, long-term trends and to propose solutions
- The ability to produce clear, concise and accurate written documentation
- Planning and organising/prioritisation skills, with experience of balancing and responding to different demands, and the ability to deliver at high quality and pace against multiple priorities.
- Self-awareness and a high level of professionalism
- Patience and self-motivation
- A robust and flexible approach with the ability to thrive in a changing environment
- Ability to prioritise & resolve conflicting priorities
- Ability to influence and collaborate to achieve business objectives

Competencies:

As with all roles at Innovate UK applicants will need to demonstrate compatibility with and capability against our Core Competencies:

Thinking and Problem Solving – Stakeholder management – Communication skills – Influencing – Self-awareness/self-management – Strategic awareness – Working with others– Project management

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Innovate UK is part of
UK Research and Innovation

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Travel Requirements:

There may be the infrequent requirement for national travel.

Additional Details

Innovate UK is part of UK Research and Innovation. If successful in securing the position, your employer will be UK Research and Innovation. More information can be found online <http://www.ukri.org/>

UKRI supports research in areas that include animal health, agriculture and food security, and bioscience for health which includes research on animals, genetic modification and stem cell research. Whilst you may not have direct involvement in this type of research, you should consider whether this conflicts with your personal values or beliefs.

To enable us to hire the very best people we will conduct a full and comprehensive pre-employment check as an essential part of the recruitment process on all individuals that are offered a position with UKRI. This will include a security check and an extreme organisations affiliation check.

For internal UKRI applicants only - please note that UKRI may share your information with other internal recruitment panels who are looking to appoint candidates to similar roles.

Parking

Limited parking subject to waiting list (Polaris House, Swindon only)

Employee Benefits

UK Research and Innovation recognises and values employees as individuals and aim to provide a pay and rewards package that motivates staff to perform to the best of their ability. The reward package includes a flexible working scheme, a Career Average Revalued Earnings pension scheme, 30 days annual leave allowance and a number of other benefits.

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Developing Talent

We are committed to developing employees in their roles throughout their career. Learning and development plans enable employees to continue their professional development through training and development opportunities such as e-learning, classroom training and on-the-job experiences. We encourage our employees to share their learning across teams and organisations

Equal Opportunities

We strive to make decisions based on individual merit and ability. We welcome applications from all sections of the community and promote equality of opportunity in accordance with the Equality Act 2010. As holders of Disability Confident Employer status, we guarantee to interview all applicants with disabilities who meet the minimum criteria for the vacancy. Final appointments will be subject to pre-employment screening. We want to ensure that we select the person that most closely evidences their suitability against the specified criteria. If you feel that the way our selection methods/assessments are structured, could benefit from being adjusted, to help you convey your suitability, please let us know so that we can discuss your requirements with you

Flexible Working:

We understand the importance of work-life balance and are happy to discuss the possibility of flexible working with applicants.