

Title: Impact & Performance Manager

Band: UKRI Band E

Reports To: Head of Function/Innovation Lead depending on department

Location: Field based

Contract: Permanent

Hours: Full-time and part-time opportunities available

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 and technology innovations that will grow the UK economy - delivering productivity, new 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.

The Team:

Working within one Innovate UK's Directorates (there are vacancies in Manufacturing, Materials and Mobility; Ageing Society, Health and Nutrition; Clean Growth and Infrastructure; and Commercialisation and Open).

Job Purpose:

Reporting through Innovate UK Head of Function/Innovation Lead (depending on department) you will work as part of a cross-platform team of Impact Performance Managers tasked with ensuring the effective delivery of Project Monitoring processes.

We particularly welcome female applicants as women are under-represented within Innovate UK in this type of role.

Key Responsibilities and Accountabilities:

- Development and maintenance of strong relationships with primary stakeholders including Project Participants and Monitoring Officers
- Develop a strong understanding of your wider portfolio, undertaking trend analysis as appropriate and reporting regularly to relevant Innovation Leads and ensuring consistency across the entire portfolio.
- Reporting of key programme metrics for internal and external stakeholders, providing portfolio analysis to colleagues within the organisation, considering and identifying trends and patterns in relevant portfolio data
- Working with teams across Innovate UK to develop information and reporting processes that provide detailed information about the portfolio, working with internal and external stakeholders in developing inputs and reporting formats
- Review all portfolio level reports and overall progress towards competitions objectives and feedback to relevant internal parties as required
- Coordinate the activities of the Monitoring Portfolio Executives to ensure that Monitoring Officer reports and issue logs are completed in a timely fashion
- Monitor the output of the Monitoring Officers via the Monitoring Portfolio Executives, considering the accuracy of reporting and ensuring that due attention has been paid to forecasting and claims information
- Support the Monitoring Portfolio Executives with the co-ordination of the Monitoring Officers, providing a point of escalation for all issues and concerns
- Undertake project visits as appropriate in support of the Monitoring Officers and Innovation Leads, working with other internal parties to ensure stakeholder disputes are handled efficiently
- Be present to support during times of conflict within projects, working with the Monitoring Portfolio Executives to ensure that issues are caught early and dealt with expediently
- Provide a point of escalation for Project issues/queries and complaints raised via Monitoring Portfolio Executives, directing problems as appropriate to other internal parties and resolving as appropriate
- Meet and liaise with competition Innovation Leads and other colleagues as required
- Review high profile/high budget project change requests, working with Innovation Leads to ensure fast and accurate sign-off
- Line Manage the Monitoring Portfolio Executives

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:

Qualifications:

Essential –

- Educated to degree level or equivalent level qualification/experience

Desirable –

- Degree in a relevant science, engineering or related discipline to at least good Honours level, with evidence of continued learning

Experience:

Essential –

- Experience of the R&D and product development cycles in industry or highly relevant public sector experience
- Facilitation skills at every level to ensure wide understanding and buy in
- Demonstrated success working with diverse and multiple stakeholders, in a complex environment
- Developing and managing effective long lasting working relationships
- Problem solving – data gathering and root cause analysis
- Substantial experience of delivering to customer requirements with stakeholder buy in
- A demonstrable interest in relevant technologies in one of the areas below:
 - Manufacturing, Materials and Mobility;
 - Ageing Society, Health and Nutrition;
 - Clean Growth and Infrastructure;
 - Commercialisation and Open (including international projects across all sectors)
 - AI and data economy

Desirable –

- Use of monitoring and evaluation arrangements, particularly around customer service commitments
- Familiar with the organisational challenges associated with formalising business processes and change in growing organisations
- An up-to-date and broadly based knowledge of relevant technologies in one of the areas below:
 - Manufacturing, Materials and Mobility;
 - Ageing Society, Health and Nutrition;
 - Clean Growth and Infrastructure;
 - Commercialisation and Open (including international projects across all sectors)
 - AI and data economy

Skills:

Essential -

- Strong interpersonal and team working skills
- Good project management skills
- Good listener with attention to key details and excellent communication skills
- Able to 'deep dive' into end to end processes to identify opportunities and solutions
- Strong customer service can do attitude with accuracy
- Ability to think strategically, but deliver operationally
- Strong communication (both written and oral) skills, and the ability to produce clear, concise and accurate documents and reports
- Attention to detail with an outcome focussed big picture approach
- Adaptability and a flexible approach - ability to manage often conflicting demands of multiple stakeholders whilst protecting the integrity and ownership of the documented processes

Desirable –

- High competency of ICT skills/ IT systems and applications including MS Word, Excel, PowerPoint and Access etc. and an understanding of IT and its role in transactional business process
- Gravitas and the clear confidence to engage effectively and build relationships quickly with a broad range of stakeholders

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

Travel Requirements:

There will be the regular requirement for national travel, this is a field based role, but the applicant will be expected to attend the Swindon office regularly and should be based within a reasonable commuting distance.

Equality, Diversity and Inclusion:

Innovate UK is a diverse workforce of people. We believe that encouraging these differences and drawing the best from them will create a productive environment in which everyone feels valued, where talents are fully utilised and in which organisational goals are met. Underpinning this is a

belief that it is a fundamental right for everyone to be treated equally, with fairness, respect and dignity. Innovate UK will act directly and use their influence to ensure that this right is promoted and upheld; we welcome applications from all those who meet the criteria set-out in our role profiles.

Equal Opportunities:

Innovate UK is an equal opportunities employer, committed to employing any person who meets the criteria for our roles. When undertaking recruitment we may require applicants to undertake certain tests or assessments, so of which will be online and others may be in-person. If you have a disability, health condition or specific learning difficulty such as dyslexia then you may be entitled to support with undertaking this type of assessment exercise. Where you feel that reasonable adjustments are required to support you, we ask that you inform your recruitment point of contact in a timely fashion, providing further information. In confidence, Innovate UK will then review your application for adjustments and provide support as required.

Flexible Working:

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

Pre-employment Screening:

To enable us to hire the very best people we will conduct a full and comprehensive background and pre-employment check on successful applicants as an essential part of the recruitment process.

UK Research and Innovation:

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/>

Application Process:

Please apply directly to:

Innovate UK Recruitment Team

recruitment@innovateuk.gov.uk with a CV and covering letter, please state if you are interested in this role on a part-time basis and if you have a particular preference for one of the specialist technical areas.