

Job Description

Title: Head of Competition Design and Delivery (Head of Pre Award)

Band: UKRI Band G

Reports To: Deputy Director of Operations Delivery

Location: Swindon

Contract: Permanent (We understand the importance of work-life balance, and are happy to discuss the possibility of flexible working with applicants)

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 role holder will operate within the Innovate UK Operations Team. The role holder is responsible for managing 3 direct reports in bands D and E, with a total team size of circa 50.

Job Purpose:

The Head of Competition Design and Delivery role is a highly visible and important part of the Operations Team. The position is key to selecting the correct mechanism for funding by working with colleagues throughout Innovate UK to ensure there is an appropriate, compliant and efficient process to award funding to successful applicants.

Key Responsibilities and Accountabilities:

- Lead, Motivate and support your direct reports and their teams
- Lead Transformational Change within your teams and promote a culture of continuous improvement
- Use the data available to monitor processes and performance, identify any gaps or issues and work with your teams to improve processes and resolve issues
- Use the data available to create a sustainable capacity plan through the Operations Teams, liaising closely with the Head of Post Award to ensure capacity is understood and planned for the end to end process
- Work with the Head of Data and Systems Integration to implement a content management system and be accountable for its delivery
- Be accountable for the Innovate UK web guidance pages and explore how they can develop to a more user centred experience
- Hold delegated authority to be the signatory for grant award letters up to the value of £1m
- Implement peer checking processes throughout your teams and ensure that the evidence of these is easily accessible for audit purposes
- Work with the Head of Customer Support and the Communications team to ensure that there is a communications plan for each competition
- Promote Excellence in delivery throughout your teams
- Liaise closely with the Head of State Aid and the Deputy Director of Operations Governance to ensure that competitions designed are legally compliant and do not expose Innovate UK to undue risk
- Ensure that your teams build strong relationships with others across Innovate UK
- Act as an escalation point for each of your direct reports and their teams
- 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 all teams, including high quality customer engagement to ensure that competition processes are understood, fair and transparent
- Overall accountability for good relationships of all stakeholders in the process
- Be a strong advocate of the core values of UKRI and Innovate UK
- Support the Deputy Director of Operations Delivery in delivering the outputs of the Accelerating Customer Excellence Programme
- Operational budget and expenses sign off for your area

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 and leadership experience in a fast paced and customer services 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

Desirable -

- Agile or Lean six sigma qualifications or equivalent experience.
- Managing Successful Programmes Practitioner
- PRINCE2 Practitioner

Experience:

Essential –

- Experienced of management 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 of managing budgets and authorising spend against budgets.
- Stakeholder identification and management, including regular, appropriate, and timely communications
- Proven team leadership – in particular, developing and leading teams to achieve their full potential, recognising the changing needs of the business
- 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
- Strong communication skills
- Experience of working to strategic goals
- Experience of setting smart objectives for your direct reports

Desirable –

- Commercial acumen, developed in the private-sector or at the public/private-sector interface
- Experience of working in a complex and changing environment
- Leadership of multi-disciplined teams, both internal and third party, to achieve SLAs to schedule, to budget and to the required quality

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 document
- 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

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.