

Title: Internal customer relationship manager

Band: UKRI Band E

Reports To: Deputy Director Customer Experience

Location: Field based

Contract: Permanent

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 sit within the Deputy Director of Customer Experience team, within the remit of the Chief Operating Officer.

The customer experience team, is a newly created team, tasked with putting the customer at the heart of IUK's operation, through increasing customer engagement, consultation and responsive funding. This includes ensuring the customer is represented in improvements to operational policies, processes, governance and services which support excellent customer service.

We are passionate about helping the companies we fund and their partners to grow the UK economy and benefit quality of life. We are committed to making best use of the tax-payers money we allocate in innovation funding. We are putting collaboration at the heart of what we do, creating inward and outward facing processes and services that are user centric.

Reforming our business is a significant UKRI wide initiative, bringing all UKRI improvement activities, projects and programmes under a single umbrella. This is an exciting time within Innovate UK, with customer experience identified as one of our corporate objectives, and activity on our Accelerating Customer Excellence change programme being run through the business change team as part of this.

Job Purpose:

A team of four relationship managers, reporting to the internal customer engagement manager will act as the central contact internally for the end-to-end process of operational delivery, shepherding/shepherd of day-to-day activities in the relationship with our partners. Responsible for relationship with HoF, IL, PM and IPM level interactions on design of

programmes and act as single point of contact for sectors, ISCF challenges, investor partnerships and SBRI for issues escalation.

Key Responsibilities and Accountabilities:

Accountabilities

Responsibilities

Person Specification:

Qualifications:

Essential –

Desirable –

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Essential –

- An in-depth understanding of customer experience, customer journeys
- Extensive experience of facilitation and running face to face and virtual workshops, focus groups,
- Exceptional verbal and written communications skills and the ability to translate complex information into clear and accessible messages
- Strong organisational and project management skills and the ability to manage multiple projects, deadlines and stakeholders.

Desirable –

- Familiarity with the public sector and/or grant giving organisations is desirable.
- Familiarity with operational delivery constraints and challenges
- Line management experience of self-motivated professionals

Skills:

- Exceptional communication skills, both written and verbal
- Excellent active listening skills
- Ability to extract key messages from delivery teams and articulate this into a clear message for our stakeholders
- Ability clearly articulate messages to a variety of audiences and identify what is most meaningful for them
- Ability to establish and maintain strong relationships
- Ability to influence others and move toward a common vision or goal
- Flexible and adaptable; able to work in ambiguous situations
- Resilient and tenacious with a propensity to persevere

- Organised with a natural inclination for planning strategy and tactics
- Team player and able to work collaboratively with and through others

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.

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 occasional 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.

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.