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Innovation & Entrepreneurship Manager (Venture Catalyst Challenge)

Department/Division/Faculty:	Imperial Enterprise Lab, Enterprise
Campus/Location:	South Kensington
Job Family/Level:	Professional Services Level 3b (Salary scales)
Responsible to:	Head of Entrepreneurship
Line management for:	Innovation and Entrepreneurship Coordinator
Key working Relationships (Internal):	Imperial Enterprise Lab, Incubation Services, Enterprise Division, Faculty & Departmental representatives, Advancement , Education Office, Research (IP) Office, Imperial Postdocs, Directors of Enterprise and members of the Enterprise Division, startup support staff, Development Office, The Imperial SuperConnector, Industry Partnerships and Commercialisation, Corporate Engagement, Imperial Business Partners, Tech Foresight, and more.
Key Working Relationships (External):	Alumni; Philanthropic, Charitable and other supporters; Industry; Professional services organisations; Public bodies; Government; other HEIs; External public entities such as funding bodies (EIT Health, Research England etc), industry (Scientific and other), venture capital (local and European) and business angel networks, accelerator content deliverers, technology transfer officers, knowledge exchange organisations (Praxis Auril, AUTM etc.), and entrepreneurship education organisations (Enterprise Educators UK).
Contract type:	Full-Time, Open-ended

Purpose of the Post

As Innovation & Entrepreneurship Manager you will be responsible for supporting the delivery of Imperial Enterprise Lab's activities including one-off events, workshops and programmes for our community of enterprising students, recent alumni, and post docs. This includes leading on our well-known flagship initiative Venture Catalyst Challenge (VCC), an accelerator programme for Imperial's most promising early stage startups.

You will be part of an energetic and passionate team who support the growth of new entrepreneurial ideas from our talented science, engineering, medicine and business students and post docs. This role will allow you to take the lead on a range of activities to support the development of early-stage ideas and their acceleration into commercial ventures. Now in its 14th year, the post holder will play a pivotal part in designing the VCC programme, securing partners, funders and ensuring its continued success.

Key Responsibilities

Management 40%

- Manage the operational delivery of Enterprise Lab activities and Programmes, specifically leading on our Venture Catalyst Challenge Programme, and identify, engage and oversee internal and external resources required for their successful delivery
- Develop and manage communication tools including on and off-line, to support knowledge and experience exchange, utilising social media, partnerships and other opportunities.
- Manage internal and external facing events for both participants and supporters of Imperial Enterprise Lab activities, including delivering the VCC programme (July- Oct)
- Manage the delivery and development of the VCC programme, and proactively explore opportunities to integrate and streamline with other programmes.
- Manage and develop the plans to expand the Enterprise offering for Early Career Researcher, including ideas and strategies to facilitate post doc engagement across all E-Lab programmes, events, and activities
- Contribute to other Enterprise Lab programmes and activities as appropriate.
- Manage the development and production of creative Imperial Enterprise Lab activities with high quality content to attract the very best participants and managing the pipeline of potential applicants, the selection process and delivery of all programme activities.
- Identify, engage and oversee expert suppliers, both internal and external to the College, to develop and deliver complex intellectual content and events
- Ensure programmatic processes are in line with Enterprise operating procedures.

Facilitation and Learning Design 10%

- Responsible for the learning design of assigned programmes and activities
- Proactive in exploring the latest trends and industry standards in learning design and facilitation
- Ensuring each programme undertakes a robust review and evaluation to measure learning objectives and participant satisfaction and outcomes. Including the utilisation of the KTH Innovation Readiness Level and other mechanisms for assessment.

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- Design and facilitate programme content as required, undertaking the necessary training and development to deliver an exceptional learning experience.

Liaison and Influence 15%

- Act as the key point of contact for internal and external stakeholders regarding the VCC Innovate Programme
- Manage the ongoing relationship with the Industry Partnership and Commercialisation (IPC) team to develop and manage post doc engagement at the Enterprise Lab. Providing timely feedback and seeking their input into programme delivery.
- Work closely with the Postdoc and Fellows Development Centre (PFDC) and Imperial Postdoc and Fellows Enterprise Network (IPFEN) to ensure close coordination of entrepreneurial training and development opportunities for postdocs
- Development of communication plans and initiatives to ensure student, alumni & post doc engagement and participation, and also to attract support from internal experts and external organisations
- Inform changes to the activities structure, shape and value proposition through feedback and the development of new ideas
- Work with the Head of Entrepreneurship to develop coordinated external alumni, corporate and philanthropic engagement to drive an ambitious fundraising strategy for VCC.
- Manage day-to-day relationships with relevant Corporate Partners and donors, ensuring a seamless experience.
- Acting as key liaison with the Institute of Deep Tech Entrepreneurship, Scale Space, the Incubation Services team and other entrepreneurial initiatives across the College.

Finance and Resource Management 5%

- Manage the planning of an agreed activities budget and deliver them within financial, resource, time and quality parameters and remaining within 10% <> year on year.
- Select, liaise with and manage all sub-contracted service providers (internal and external) and ensure delivery in line with expectations
- Ensure a sound financial operations, invoicing and administration in a timely and professional manner

Analysis and Reporting 5%

- Research, collate, organise and evaluate programme activities, student and staff engagement and College support on a continuous basis, seeking feedback in order to recommend improvements and develop the programme offer
- Analyse and regularly report progress or challenges to the Head of Entrepreneurship, the Imperial Enterprise Lab Team Meetings and other key stakeholders.
- Identify, collect and manage timely, appropriate and detailed management information conducive to supporting longitudinal monitoring of student, post doc and alumni profiles, performance and outcomes

Customer Service 10%

- Establish relations with past, current and prospective participants to ensure satisfaction and value from activities by being proactive as well as responsive to their needs.
- Maintain relationships with key stakeholders, taking exceptional care of relevant academic champions at Imperial and the interests of the programme’s strategic partners, to ensure the highest level of institutional support and the widest possible community supporting activities
- Maintain an NPS score of at least 50 across all events and programmatic activities
- Establish feedback mechanisms with participating students and staff, contributors and collaborators, monitoring their satisfaction, and responding quickly to operational challenges and arising needs or concerns.
- Manage the day-to-day communications with funders and sponsors.

Continuous Improvement 10%

- Identify opportunities for change and continuous improvement to the design, shape and structure activities.
- Create an atmosphere of excitement, implementing and delivering continuous improvement to retain fresh and relevant activities that remain attractive and grow in perceived quality among current and prospective participants
- Keep skills up to date and develop knowledge in the area of innovation and entrepreneurship.
- To observe and comply with all College policies and regulations, including the key policies and procedures on Confidentiality, Conflict of Interest, Data Protection, Equal Opportunities, Financial Regulations, Health and Safety, Imperial Expectations, Information Technology, Private Engagements and Register of Interests, and Smoking

Job descriptions cannot be exhaustive and the post-holder may be required to undertake other duties, which are broadly in line with the above key responsibilities.

Imperial College is committed to equality of opportunity and to eliminating discrimination. All employees are expected to adhere to the principles set out in its Equal Opportunities in Employment Policy, Promoting Race Equality Policy and all other relevant guidance/practice frameworks.

Person Specification

Requirements	Essential (E)/ Desirable (D)
Candidates/post holders will be expected to demonstrate the following:	
Education	
An undergraduate level degree	(D)
Evidence of appropriate continuous professional development	(E)
Masters level degree, or equivalent qualification	(D)
Membership of a relevant professional body	(D)

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Experience & Knowledge

Experience of working in the area of innovation and entrepreneurship support at a level suitable to facilitate credibility and positive relations with staff, post docs, students, alumni and external partners	(E)
Proven project management experience at a level conducive to delivering a high quality education and professional development programme in a world-class institutional setting	(E)
Proven line management experience	(E)
Experience in ensuring the successful delivery of outputs engaging and directing complex groups of suppliers, colleagues, and collaborators	(D)
Experience and/or qualifications in learning design and facilitation	
Organising and planning and delivering both student & staff oriented and partner engagement activities successfully, e.g. small (10 person) and large (100 person) events	(E)
Experience of driving and securing external funding (sponsorship and/or philanthropy)	(D)
Experience of contemporary higher education and corporate marketing and communications models including on-line, web and social media exposure	(D)

Skills & Abilities

Strong relationship building skills from entry-level student to board level	(E)
Ability to conceive, plan and own operational delivery strategies over multiple years to deliver near, mid and longer term College objectives	(E)
Well-developed organisation, coordination and facilitation skills with a strong, independently driven delivery focus	(E)
Effective communication skills, written and verbal, to ensure clear and effective contact for a contemporary student and alumni audience, academic and industry partners	(E)
Strong interpersonal skills capable of quickly building rapport with post docs, staff, students, alumni, and corporate stakeholders	(E)
Effective listening skills, with the ability to draw out in depth feedback from past, present and prospective AI programme participants, monitor their satisfaction	(E)
Understanding of the academic and STEM teaching, research and innovation environment	(E)

Further Information

Please note that job descriptions cannot be exhaustive, and the post-holder may be required to undertake other duties, which are broadly in line with the above key responsibilities.

[Our values](#) are at the root of everything we do and everyone in our community is expected to demonstrate Imperial:

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- Respect
- Collaboration
- Excellence
- Integrity
- Innovation

Employees are also required to comply with all Imperial policies and regulations.

We are committed to equality of opportunity, to eliminating discrimination and to creating an inclusive working environment for all. We encourage candidates to apply irrespective of age, disability, marriage or civil partnership status, pregnancy or maternity, race, religion and belief, gender reassignment, sex, or sexual orientation. You can read more about our commitment [on our webpages](#).