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Incubator Manager

Department/Division/Faculty:	Enterprise
Campus/Location:	White City (and other sites as required)
Job Family/Level:	Professional Services Level 4 (Salary scales)
Responsible to:	Director of Operations, Enterprise Operations
Line management for:	Laboratory Manager (White City), Laboratory Manager (Base One North Acton), Co-Working Laboratory Manager (Leap ARC Hammersmith), Laboratory and Community Support Assistant, Administrator (Incubation and Prototyping Spaces), Quantum Transport Testbed Manager [
Key working Relationships (Internal):	Innovation Ecosystem team, Property Division team, White City Communications and Marketing team, Advanced Hackspace team and other Imperial specialist equipment providers such as The Royce Institute, Bio Foundry. Enterprise Lab Programme Managers, Enterprise Commercialisation team, Undaunted Management team
Key Working Relationships (External):	Scale Space management and operations teams, current and alumni Incubator Members including student startups, Imperial spinouts and SMEs. Key suppliers and corporate partners. National and international incubation and prototyping facilities and representative bodies.
Contract type:	Full-Time, Open-ended

Purpose of the Post

The Imperial Incubator is a key part of Imperial's Science for Humanity strategy focussing on amplifying impact and West Tech London. As the Incubator Manager you will be responsible for Imperial's incubation, shared laboratory and testbed facilities, ensuring they effectively support the Imperial's innovation and entrepreneurship strategy by providing a safe environment with vibrant community engagement activities, and an outstanding customer experience to support ongoing innovation and development of startups in the ecosystem.

You will be responsible for the operational leadership, management and continuous improvement of world-class startup incubation support services to student startups, academic spinouts, and external SMEs across West Tech London. You will be responsible for leading and operating the Imperial White City Incubator and leading on 'incubator as a service' initiatives including co-working lab facilities at ARC Hammersmith and Base One North Acton and supporting the Quantum Transport Testbeds. These hubs for entrepreneurship and innovation focus on providing wet-lab laboratory, facilities and supporting spaces for early-stage startup companies.

The role contributes to Imperial's wider objectives by providing safe, high-quality and customer-focused environments that enable founders, researchers, students, alumni and external partners to develop, test and grow innovative products, services and ventures. You will be responsible for ensuring that facilities, operational processes, community engagement activities and support services are delivered efficiently, compliantly and in a manner that enhances the experience and success of members and facility users.

Working with a high degree of autonomy, you will lead a multidisciplinary team, oversee day-to-day operations across multiple sites, manage relationships with occupants and multiple stakeholders. You will support the sustainable growth and effective operation of Imperial's incubation ecosystem, building networks to attract occupants, leveraging other events in ecosystem to maximise budget whilst retaining the incubator distinct brand. You will provide strong operational management, community development and the implementation of best practice approaches to ensure facilities are well-managed, financially sustainable, customer-focused and aligned with Imperial's strategy and objectives.

Success in the role will be measured through the effective operation and utilisation of facilities, high levels of customer satisfaction, strong safety and compliance performance, successful development of community engagement initiatives, achievement of operational and financial targets, and delivery of continuous service improvements.

Key Responsibilities

Operations and Facilities Management (30%)

- Lead the day-to-day management of incubation, laboratory and testbed facilities across multiple sites ensuring productive collaborative links between founders, partners and other key stakeholder across West Tech London
- Ensure facilities are operated safely, efficiently and in accordance with Imperial (and partner/landlord) policies and regulatory requirements.
- Working with Imperial's Property Division and partners/landlords including ARC Motherlabs and Sciopolis to oversee space allocation, occupancy management, onboarding and exit processes for incubator occupants and testbed users.
- Ensure effective management of shared laboratories, equipment, technical facilities and communal spaces.
- Develop, review and improve operational processes, systems and standards to enhance service delivery.
- Manage relationships with facilities providers, contractors and suppliers to ensure high-quality service provision.
- Monitor customer satisfaction, identifying opportunities for improvement.

- Continue to build 'Incubator as a Service' by working with potential partners to support their development and creation of new facilities that help enhance the wider ecosystem.
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Leadership and Team Management (20%)

- Lead, manage and develop the team, creating a positive and inclusive working environment, promoting a culture of collaboration, continuous improvement and customer service excellence.
 - Set objectives, monitor performance and support the professional development of team members including through coaching and guidance to enable staff.
 - Ensure effective workforce planning and resource allocation across facilities and activities.
 - Represent the incubation and testbed spaces at meetings, events and VIP visits as required.
 - Maintain awareness of emerging best practice in incubation, innovation spaces and entrepreneurial support.
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Community and Stakeholder Engagement (20%)

- Build and maintain a thriving community of founders, innovators, researchers, students and partners.
 - Develop strong working relationships with all companies within the incubation spaces and facilities.
 - Support the delivery of community events, networking activities, workshops and engagement initiatives in partnership with other parts of the ecosystem
 - Identify opportunities to strengthen partnerships and increase engagement with industry and innovation ecosystem partners.
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Health, Safety and Compliance (20%)

- Ensure a safe and compliant environment across laboratory, workshop and incubation facilities.
 - Oversee risk assessments, inductions, audits, inspections and safety processes.
 - Chair or support relevant operational and safety meetings.
 - Work closely with the Imperial Safety Department and other specialist teams to maintain compliance.
 - Ensure incidents, accidents and near misses are appropriately reported, investigated and addressed.
 - Promote a positive safety culture among staff, occupants and facility users through regular safety reviews and meetings plus provision of relevant training.
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Financial and Commercial Management (10%)

- Manage operational budgets and expenditure within agreed limits.
- Monitor occupancy, income and associated service costs.

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- Support invoicing, financial administration and contract management activities.
- Monitor supplier performance and ensure value for money from external services.
- Contribute to achieving occupancy and service performance targets.

Undertake any other duties appropriate to the grade and nature of the post.

Person Specification

Requirements

Candidates/post holders will be expected to demonstrate the following:

**Essential (E)/
Desirable (D)**

Education

Degree-level qualification or equivalent relevant professional experience.	E
IOSH Managing Safely, NEBOSH or equivalent Health and Safety qualification.	E
Management qualification or leadership training.	D
Project management qualification or relevant experience	D
Evidence of continuing professional development relevant to the role.	D

Experience

Substantial experience supporting innovation, entrepreneurship, startups, SMEs or business growth activities in a lab-based or deep tech facilities-based environment, with the credibility to build effective relationships with founders, researchers and external partners.	E
Significant experience managing customer, client or member relationships, with a strong customer-first approach and the ability to anticipate and respond to support requirements.	E
Proven ability to build and maintain effective relationships with a wide range of internal and external stakeholders.	E
Experience overseeing health and safety compliance, risk management and operational services within a customer-facing environment.	E
Excellent organisational, communication, problem-solving and decision-making skills, with the ability to work independently, manage competing priorities and drive continuous improvement.	E
Experience managing budgets, resources, suppliers, contractors and service providers to achieve operational objectives.	E
Experience working within a university, higher education, research or innovation ecosystem.	D
Experience supporting community-building, networking programmes or membership-based organisations.	D
Experience developing, implementing and improving operational systems, policies, processes and service standards to support the delivery of high-quality customer-focused services.	D

Experience using Salesforce or similar CRM systems to collect, analyse and report performance data.	D
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Knowledge

Excellent knowledge of the Incubator or Technology Accelerator sector with experience of working in Laboratory-based Innovation spaces sector or managing deep tech facilities or similar operational settings.	E
Knowledge of and demonstrable commitment to innovation, entrepreneurship and supporting the growth of emerging ventures.	E
Knowledge of deep tech innovation in life science, AI, quantum	D

Skills & Abilities

Proactive, resilient and self-motivated approach.	E
Collaborative and inclusive leadership style.	E
High level of personal accountability and professionalism.	E
Ability to manage conflict, resolve issues effectively and handle member dissatisfaction constructively.	E
Commitment to equality, diversity and inclusion	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:

- 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](#).

October 2026