



Message from the Director of Estates and Facilities Management

Dear Colleague,

Loughborough University is a fantastic place to work and study. There is a real pride in the University that touches everyone associated with it. We want to attract and retain the best people to work in our Maintenance and Engineering team at Loughborough University and believe that we offer an attractive total reward package that includes: generous index linked pension, generous holiday allowance, access to sporting facilities and gym membership at staff rates and many other benefits. We hope that you will apply and look forward to meeting you.

Throughout our history we have built upon our distinctive characteristics and enhanced our strengths. Our origins in 1909, as one of the UK's foremost technical institutes focused on meeting society's needs, set in train an ethos that is still evident at Loughborough today.

Our campus in the heart of Leicestershire – one of the largest in the UK, spanning 440 acres – provides a supportive and enriching environment with first-rate facilities for both staff and students. Loughborough is the largest single site University campus in the UK at 440 acres; it is located close to a market town and is only minutes away from the motorway network. The Estate is in a sylvan setting, with a huge variety of academic, residential, commercial and sports facilities and is 362,000 sq. m in total. There are 154 buildings as well as a further 85 acres that is currently agricultural land adjoining campus that has planning permission for the further development of the Loughborough University Science and Enterprise Park (LUSEP) and is part of an Enterprise Zone. Our Facilities have been voted the best in the UK for the last five years in the Times Higher Education Student Satisfaction survey and voted the best in the WhatUni 2018 and 2019 awards.

Graham Howard

Department of Estates & Facilities Management

Job Title: LUSEP Commercial Manager

Job Ref: REQ190985

General Details	
Job Title:	LUSEP Commercial Manager
Professional Service:	Property Office
Location	Loughborough University Science and Enterprise Park
Tenure:	Permanent
Hours/FTE	37 hours per week
Grade/Salary	Grade 7 - (£41,526- £49,553 per annum) depending on qualifications and experience
Holiday	44 days (including public and university closure holidays)
Pension	Automatic enrolment into the Universities Superannuation Scheme with an employer's contribution of 21.1%
Starting date:	March 2020

Job Purpose
<p>The LUSEP Commercial Manager is a high-profile on-site manager who works as part of the property office with specific responsibility for managing and developing relationships with all the occupiers within buildings forming part of Loughborough University Science and Enterprise Park (LUSEP) including the management of the Advanced Technology Innovation Centre (ATIC).</p>

Management & Supervision	
Reporting to:	Head of Property Office

Responsibilities
<ul style="list-style-type: none">• Management responsibility for the Advanced technology Innovation Centre and for all the Commercial and University Occupiers in all the other LUSEP Buildings.• Specifically, in relation to ATIC, identify and undertake appropriate due diligence for potential tenants to ensure they meet the specific required criteria:<ul style="list-style-type: none">○ Must be an SME.○ Must be engaged in the field of Advanced Technology.○ Must be capable of benefitting from being a tenant within the ATIC.○ Must meet the entry and eligibility requirements of the University for tenant companies.• To identify and undertake the appropriate due diligence for some prospective tenants of LUSEP ensuring that they meet the criteria to meet the entry and eligibility requirements of the University for tenant companies and any specific building requirements.• To take a lead role, working closely at Director level with those prospective tenants, to understand their businesses and assess their requirements for space, facilities and potential for collaboration with the University.• To take a lead role in understanding the space requirements and service expectations of all our existing LUSEP occupiers, including undertaking and taking the lead in tenant meetings.

- To work closely with the Head of Property Office to agree and implement a strategy to manage lettable space and secure lettings across LUSEP to maximise income, occupancy rates, collaborative and partnership opportunities.
- To collate, analyse and present occupational data to LUSEP occupiers for internal purposes and returns to external stakeholders.
- To play a lead role in the further development of a Science and Enterprise Park Community, working closely with Enterprise Office colleagues, most notably those associated with the Incubator and The Studio; as well as colleagues in Sports Development Centre, relevant Schools, Property Office and Marketing and Advancement.
- To facilitate links with other LUSEP campus partners as well as the University's Partnership Development team, academic and professional services departments to ensure a high level of engagement.
- Working with the Partnership Development team, to maintain good links with academic and research departments to assist graduate businesses and spinouts as part of their development and possible relocation to the ATIC, Incubator or Studio.
- To work closely with Estates and Facilities Management colleagues especially the LUSEP reception team to give direction, leadership and support to a 'high-performing LUSEP team' that understands and is responsive to both the needs of the tenant companies and the University. This may on rare occasions having to assist or cover ATIC reception to ensure the smooth and effective running of the overall facility.
- To have a good understanding of the culture and measures of success in an SME / micro business environment and be able to use this to support tenants' current needs. To be able to work with tenant companies, business support agencies, partners and relevant regional networks to improve the business environment, level of innovation and business development of the clients within LUSEP.
- To work closely with and support the LUSEP Technical and Property Manager to help him manage service provision to all LUSEP properties including the necessary arrangements for new tenants to ensure a smooth arrival and induction.
- To work closely with and support the LUSEP Technical and Property Manager to highlight any facilities related issues and work together to manage occupier expectations and communications in relation to such matters.
- To communicate clearly and efficiently within and beyond LUSEP, Estates and Facilities and the University on behalf of the senior management team, to always represent the University professionally and to develop excellent working relationships with senior contacts both internally and externally.
- To support LUSEP campus partners in accessing the full range of benefits provided by the University, signposting across the University where appropriate.
- To undertake other such duties as may be reasonably requested and that are commensurate with the nature and grade of the post.

Note: The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

Professional Development

Loughborough University supports the professional development of colleagues and encourages continuous professional development to ensure professional skills and knowledge are maintained.

Conditions of Service

The position is full time and open-ended. Salary will be on Management & Specialist Grade 7 (£41,526 - £49,553 per annum) at a starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's normal Terms and Conditions of Employment for staff grade 6 and above, details of which can be found [here](#).

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>.

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>

Special Conditions

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.

Person Specification

Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

Essential Criteria

Area	Criteria	Stage
Experience	Significant experience in managing commercial relationships in a Science/Business Park or similar environment	1 / 3
	Experience of working directly with SME's and supporting their needs	1 / 3
Skills and abilities	Highly professional with a commitment to the delivery of an excellent service	1 / 3
	Excellent communicator with the ability to engage with and gain buy-in from others	1/2/3
	Proven ability to establish and maintain good working relationships with senior management of both prospective and existing tenants and with a broad range of colleagues from a variety of disciplines	1/2/3
	Demonstrate excellent business acumen	1/2/3
	Excellent organisational skills with exceptional attention to detail	1 / 3
	Proven ability to work under pressure to meet deadlines whilst continuing to produce high quality results	1 / 3
	Proven ability to manage sensitive information with the utmost discretion	1 / 3
Training	Excellent ability to maintain and analyse financial and statistical data effectively	1 / 3
	Proven ability to develop and improve business processes to accommodate changing needs	1 / 3
Qualifications	Excellent IT skills	1 / 3
	Proven track record of continuing professional development (CPD) and a commitment to undertaking further training that will enhance your ability to adapt	1 / 3
	Honours Degree in a Business or Property related discipline or with significant relevant experience gained in a similar environment	1 / 3

Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working in a public facing role	1 / 3
	Experience of the practical application of Commercial Property Law	1 / 3
	Experience of working with a broad client base in a Higher Education Environment	1 / 3
Qualifications	Professional Financial qualification	1 / 3

Closing date for applications: 14 December 2019.