

## Science Park Operations Manager

Job Ref: REQ251099

**As part of the University's ongoing commitment to redeployment, please note that this vacancy may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.**

Loughborough University Science and Enterprise Park (LUSEP) is one of the UK's most dynamic science and enterprise parks, home to over 90 organisations spanning Advanced Manufacturing, Energy and Low Carbon, Health and Life Sciences, Software and Digital, Sport, and Transport Technology. Strategically co-located with Loughborough University, a top 10 UK Higher Education Institution, LUSEP offers unrivalled access to world-class research, talent, and collaborative opportunities in areas such as sports science, engineering, artificial intelligence, and clean energy.

### Job Description

**Job Grade: Management & Specialist Grade 7**

#### Job Purpose

The Science Park Operations Manager reports to the Commercial Director and leads a customer-focused on-site management and service team. The role supports strategic and operational planning, actively markets LUSEP, and secures new lettings to deliver the LUSEP business plan while ensuring financial resources align with its objectives. The role is responsible for efficient day-to-day operations and delivering exceptional customer service across LUSEP.

Key responsibilities include managing tenant relationships, overseeing facilities, and driving continuous improvement initiatives to maintain high standards of customer satisfaction. The role also manages the marketing and letting of vacant space, working closely with Property Office colleagues to negotiate terms, implement rent reviews, and renew leases. Additionally, the Operations Manager oversees the administration of a RICS-compliant commercial service charge for LUSEP, ensuring fair and transparent cost recovery, reconciliation, and budgetary reporting.

#### Job Duties

##### 1) Science Park Management

- Lead the day-to-day management of LUSEP, including tenant relations, facilities, and service delivery.
- Oversee the marketing and letting of vacant LUSEP space; identify, develop and grow facilities and space related income opportunities.
- Monitor performance metrics and report to appropriate governance bodies within the University.
- Oversee the management of the Advanced Technology Innovation Centre to support these early-stage SME's through mentoring initiatives, community events and business workshops etc.
- Act as a key liaison between Loughborough University departments to uphold service standards and escalate issues where necessary.
- Work closely with university Estates and Facilities, to oversee infrastructure and services delivery and ensure alignment with environmental sustainability goals.
- Oversee and manage the Long-Term Maintenance plans for all LUSEP university owned assets.
- Review and renew service contracts, setting service standards, agreeing service level agreements.
- Working closely with Property Office colleagues, agree strategy to ensure rent reviews and lease renewal are effectively triggered, implemented, negotiated and actioned in a timely manner.
- Oversee the assessment, appraisal and requisite due diligence for all new Campus Partners (Tenants).

- Agree in principle, the main terms for new lettings and work closely with Property Office colleagues to put in place, agreed formal Heads of Terms and appropriate tenancy/lease/licence agreements.
- Oversee and lead in the management of the Science Park commercial service charge, ensuring compliance with the Royal Institution of Chartered Surveyors, Service Charge Code latest iteration, including management of costs and quality of service delivery; fair and transparent apportionment, recovery of costs, reconciliation and budgetary reporting and controls.
- Coordinating laboratory/ clean room/ high bay and office fit out projects, ensuring building control, landlord's approval and client requirements are met.
- Establish, develop and maintain strong working relationships with senior managers of LUSEP Tenants.
- Implement continuous improvement programmes and monitor customer satisfaction through surveys and feedback.
- Promote, signpost and help foster occupier collaboration with the university e.g. KTP's, University Academy, Curriculum development etc.
- Represent LUSEP on appropriate University committees, and to provide strategic updates on performance.

## 2) Resource and Stakeholder Management

- Assist the Commercial Director in strategic and operational planning, ensuring financial resources align with LUSEP's objectives.
- Work closely with the central Finance team and the Commercial Director to monitor financial performance and assist with annual budget/forecast assumptions.
- Work collaboratively with other departments in the University including Research and Innovation Office, Estates and Facilities Management, Property Office, Legal Services, and Finance.
- Oversee, support, foster and, where necessary, lead on initiatives which promote and develop a dynamic and engaged LUSEP community.

## 3) Compliance and Process Management

- Ensure effective and efficient administrative systems are in place to support excellence within LUSEP
- Implement University policies across operations and ensure statutory compliance (Health & Safety, Data Protection, Freedom of Information, Equity & Diversity, Anti-Money Laundering, National Security and Investment Act, Carbon Action Plan and the University's financial regulations etc.)
- To take actions to reduce and mitigate risk within LUSEP e.g. responsible for the production and updating of a Business Continuity Plan for LUSEP, consistent with those of other university professional departments and schools.

## 4) Risk Management

- To understand risks / issues within the Science Park and contribute to the development, maintenance and regular review of a risk register.
- To take actions to reduce and mitigate risk.
- To contribute to the development and testing of the University's risk and crisis management plans which will be utilised in crisis situations or when serious unexpected events occur.

## 5) Staff Management

- To lead, direct and manage the on-site LUSEP Customer Service and Management team and to promote a culture of respect, trust, equity, inclusivity and wellbeing.
- To develop, implement and monitor procedures and a working environment that will secure the wellbeing and safety of all staff.
- To ensure that all staff have an annual GLOW review (Growth, Learning, Opportunities & Wellbeing) and to work with Human Resources to implement and monitor appropriate development programmes for all staff.

## **Points To 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.

## **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 Equity & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equity & 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.

### **Organisational Responsibility**

Reports to the Commercial Director.

## 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	Relevant experience of leadership within a science park, innovation district, or commercial property management.	1,2,3
	Understanding of university-industry collaboration and innovation ecosystems.	1,2,3
	Experience working at C-suite and Director level, in order to establish credibility with clients, faculty and wider University colleagues	1
	Experience of administering, reconciling and budgetary control of a complex commercial estate service charge.	1,3
	Experience of developing innovative solutions and practical methods of implementation, to deliver commercial success.	1,2,3
	Experience of working with partners and service providers.	1,3
Skills and abilities	Strong stakeholder engagement and partnership-building skills.	1,2,3
	Knowledge of sustainability, placemaking, and infrastructure development.	1,2,3
	Fully conversant with the Royal Institution of Chartered Surveyors Service Charge Code applying to service charge budgets and reconciliations.	1,3
	Strong leadership and team management skills, with the ability to inspire and motivate a diverse commercial organisation.	1,3
	Commercial awareness and ability to exercise sound commercial judgement. For example, joining up multiple unconnected often complex matters to maximise the strategic and commercial outcome	2,3
	Excellent written and oral communication skills to engage people effectively with complex issues and ideas.	1
	Ability to build constructive and effective networks both within and outside of the University.	1,3
	Strong planning and organisational skills to manage a diverse workload.	1,3
	Experience in budgeting, forecasting, and financial analysis.	1,2,3
	Excellent communication, negotiation, and presentation skills, with the ability to influence stakeholders at all levels.	1,2,3
	Strong analytical and problem-solving skills.	1,2,3
Training	Commitment to and evidence of continuing professional development.	1,3
Qualifications	Educated to Degree level or equivalent with relevant experience e.g. Estate Management, Facilities Management, Estates Surveying.	1

Other	A commitment to Equity, Diversity and Inclusion and experience of ensuring this is embedded in the workplace.	1,3
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### Desirable Criteria

Area	Criteria	Stage
Experience	Working with early-stage SME's, spinouts within a Higher Education setting.	1,3
	Managing property overheads and mitigation strategies e.g. business rates, energy and reactive maintenance.	1,2,3
	Experience of marketing commercial property space and managing external property agents.	1,3
Skills and abilities		
Qualifications	Health and Safety qualification or a commitment to securing such qualification i.e. NEBOSH, IOSH etc	1,3

### Conditions of Service

The position is FULL TIME and OPEN-ENDED. Salary will be on JOB FAMILY AND GRADE, 7 per annum, at a starting salary to be confirmed on offer of appointment.

The appointment will be subject to the University's Terms and Conditions of Employment for STAFF GRADES 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 can be found [here](#).

The University offers a wide range of employee benefits which can be found [here](#).

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 equity 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/>

### Applications

The closing date for receipt of applications is **18 January 2026**. Interviews will be held on **11 February 2026**.