

## **Solution Development Specialist (CTM Links Project)**

**Full time 37.5 hours per week**

IfM Education and Consultancy Services Ltd (IfM ECS). Cambridge, UK

IfM ECS works with companies, policymakers and other universities to put new ideas and research coming out of the Institute for Manufacturing into practice. We do this through consultancy, executive and professional education, events and open courses.

The Centre for Technology Management (CTM) is a Research Centre within the IfM which engages in research, teaching and practical application of new ideas based on an integrated understanding of science, engineering and business management. Many of the management tools and techniques delivered by IfM ECS consultants are based on CTM research.

The CTM Links Project exists to support, deliver and quality assure consultancy activities based around CTM offerings and to strengthen and manage relations between the research group, the Company and the extended consultancy network.

In order to support the CTM Links Project, we are looking for an experienced individual to:

**Build upon the excellent work of the current solution development team, innovating solutions to client problems and supporting the consultancy network.**

**Help to strengthen links between research and practice teams.**

**Work to create a community of practice where quality is 'built-in' from inception.**

Both early career and experienced applicants will be considered. The salary for this role is in the range is £35,000 – £40,000 per annum, based on candidate's skills and experience. This is a fixed-term position for 2 years in the first instance.

### **Role Summary**

To help realise the above team aims, the Solution Development Specialist will:

- Engage in consultancy activities with a focus on management tool development and providing innovative solutions to client problems;
- Support ECS' external consultant network (IfM ECS Associates) in developing solutions and co-creating proposals to address client requirements;
- Undertake quality assurance activities such as proposal and report reviews;
- Manage the development of Associates through induction and training activities;
- Be responsible for the distribution of inbound leads;
- Become a trusted advisor to IfM ECS Associate network;
- Participate in the Centre for Technology Management's Strategic Technology and Innovation Management (STIM) Consortium.

### **Reporting and Support**

The Solution Development Specialist:

- Reports to the CEO;
- Works closely with other members of the Solution Development team;
- Works with and is supported by IfM ECS operations teams.

**The Solution Development Team**

The Solution Development Specialist (CTM Links Project) will be employed by IfM Education and Consultancy Services in the Solution Development team, based in the Alan Reece Building, Charles Babbage Road, Cambridge.

The Solution Development team is responsible for engaging in and supporting consultancy activities with clients spanning industry, government, universities and the wider University of Cambridge. Some national and international travel is likely as part of the role.

**Experience and qualifications:**

Essential:

- Qualified to at least Masters level;
- Project management experience;
- Ability to creatively configure tools and techniques to solve complex problems;
- Capacity to develop rapport and have credibility with academic and industrial stakeholders;
- High level written ability and verbal communications skills;
- Interested in working with industry;
- Ability to review, analyse and constructively critique reports and proposals.

Desirable:

- Experience in industry;
- Experience of delivering consultancy activities;
- Experience in a research environment;
- Experience in the facilitation of multi-stakeholder engagements and workshops;
- Experience in the creation of commercial proposals and bids;
- Enthusiasm for working in a diverse and international environment;
- Linguistic skills.

	Aims	Activities and outputs	Time
1.	<b>Consultancy Activities</b>  Engaging in consultancy activities to: <ul style="list-style-type: none"> <li>Solve client problems and create impact</li> <li>Generate revenue</li> <li>Deploy and develop tools in a practice environment</li> </ul>	Working as part of the Solution Innovation team to develop solutions to client problems based on IfM (and specifically CTM) methodologies. Delivering consultancy activities, engaging with research teams and the consultancy network as needed, planning and facilitating workshops, summarising outputs and preparing client reports.	30-40%
2.	<b>Proposal support and co-creation</b>  Working with the external consultancy network to co-create or refine proposals, based upon a deep knowledge of CTM (and wider IfM) tools and techniques and their application  Acting as a trusted advisor to the consultancy network	Engaging with Associates at the early stages of proposal creation to: <ul style="list-style-type: none"> <li>Help them better understand the client problem</li> <li>Suggest approaches and tools to find the most effective solutions</li> <li>Manage engagement with research teams, ensuring that the correct team members are informed if the proposed solution uses their tools or methodologies</li> <li>Become a trusted advisor to the Associate community, developing their understanding of the value add that co-creation approaches offer to clients</li> </ul>	20-30%
3.	<b>Quality Assurance related activities</b>  Working with the COO and IfM ECS business support team to embed principles of quality throughout practice	Support QA activities through <ul style="list-style-type: none"> <li>Reviewing all CTM research-based proposals (even those that were not co-created) before submission to the client</li> <li>Reviewing client reports written by Associates which use CTM methodologies to ensure a high standard of final product</li> <li>Working to create a community of practice where good consultancy practice is praised and disseminated amongst the group</li> </ul>	10-20%
4.	<b>Other activities in support of the CTM Links Project</b>  Various other activities will be undertaken as part of the role. The CTM Links project is still developing and new tasks may become necessary as it evolves.	Other activities are likely to include: <ul style="list-style-type: none"> <li>Associate induction and ongoing training</li> <li>Distribution of inbound leads to the consultancy team</li> <li>Participation in the Strategic Technology and Innovation Management (STIM) consortium</li> </ul>	10%

**Job posted : 16 February 2018**  
**Closing date : 18 March 2018 17.00**