

JOB DESCRIPTION

SERVICE: Development

SECTION: Aerospace Cornwall

JOB TITLE: Space Research Specialist

RESPONSIBLE TO: Programme Director

FUNDED BY: European Regional Development Fund and Cornwall Council

SUPERVISORY RESPONSIBILITY: None

KEY RELATIONSHIPS:

Internal: CDC Head of Development, CDC Head of Corporate Services, Business Development Manager, Projects Managers

Council: Chief and Senior Officers and Elected Council Members, Enterprise Zone leads

External: Cornwall & Isles of Scilly Local Enterprise Partnership staff and board members; potential and existing SME and non-SME businesses; inward investors, external experts and consultants, supply chain intermediaries

MAIN PURPOSE OF THE JOB:

- Foster relationships between industry and academia to support enterprises in the Cornwall and Isles of Scilly region to cooperate with research institutions on collaborative research and development projects.
- Support the Business Development manager in creating a pipeline of demand for RD&I support, and signpost to those who can offer support outside of the programme.
- To provide space sector intelligence to beneficiaries and implement sector / cluster development plans to develop the capability of the Cornwall Space Cluster, South West Aerospace and other technology businesses across CIOs. Use this expertise to ensure credibility of the clusters and promote them globally to deliver economic growth.
- Represent the MILO Space Institute, as the UK's Ambassador, to create a catalogue of space science priorities and key participants in the region's space science ecosystem. Manage this list of entities to ensure relevance to MILO's vision and mission.
- To secure inward investment from non-SME's working closely with Cornwall Council, the Local Enterprise Partnership and Enterprise Zone leads to facilitate appropriate infrastructure and funding and access to expertise.

KEY TASKS:

Service delivery

- Co-ordinate Space Research collaboration interventions across a portfolio of clients, through an in-depth RD&I needs analysis of client businesses, the creation of action plans and the delivery of resources accordingly.
- Design and manage an innovation challenge program that will support workforce development, technology maturation, new ventures, payloads and mission participation opportunities.
- Share best practices related to mentoring programs, and opportunities to support / open doors for historically underserved regions and peoples.
- Attend weekly MILO Ambassador meetings, quarterly and annual stakeholder reviews and report on the impact of the MILO Institute each year. This should include students engaged in missions, teams developing prototype systems, economic impact, payloads advanced, mission opportunities, international collaborations, and other metrics as desired.
- Develop feasibility studies to validate the development of Goonhilly Deep Space Antenna in the US and any other relevant geographies, working in collaboration with MILO and associated global network.
- Leverage the relationship with Lockheed Martin to progress commercial opportunities for delivery in Cornwall and Isles of Scilly and / or includes members the Cornwall Space Cluster and / or companies in the local supply chain.
- Ensure Collaboration Agreements are in place to maximise the value of space science and research and any subsequent development and innovation opportunities.
- Work closely with the Marketing Manager to represent the Cornwall Aerospace and Space Clusters, the AeroSpace Cornwall programme and the MILO Space Institute at events, seminars and workshops in order to raise awareness of its objectives and to ensure the Marketing Strategy and plans reflects accurate information for cluster / sector promotion.

Relationship management

- Build effective relationships with clients to ensure service is of highest level.
- Build, develop and maintain strong relationships with key local, national and international stakeholders within the private sector and with other business support providers to ensure positive and effective outcomes for clients
- To have in-depth, current and detailed knowledge of full range of specialist support experts and other professionals active in related markets (accountants, banks, commercial property agents, Cornwall Chamber of Commerce, FSB)

Service development

- Support the development and implementation of strategies to access clients who have not previously benefited from public sector RD&I support with a view to growing the market

- Share knowledge and expertise with potential private sector partners and potential clients in order to identify and access additional client relationships, especially with harder to reach businesses
- Report on a range of metrics as required in line with data collection requirements and service development needs.

Business Development

- Share business development knowledge and expertise with the wider team and other stakeholders, including clients
- As a large percentage of client enquiries relate to funding, maintain up-to-date professional knowledge in European and UK funding initiatives to ensure professional/industry credibility at all times
- Develop and maintain detailed and comprehensive knowledge of the range of potential RD&I support offerings available to SMEs (local, national and international) so that appropriate referrals/signposts can be made to foster investment in RD&I
- Ensure that best practice is exhibited at all times

Leadership & management

- Ensure that resources are aligned with priorities, agreed outcomes are delivered and that all activity complies with procurement and branding guidelines
- Mentor, advise and guide other more junior staff as required

Performance reporting & management

- Update and provide the Programme Director with key metric information and data on a weekly basis to ensure effective delivery of Space Research collaboration initiatives in line with GDPR and audit requirements (100% compliant).
- Monitor and report on outputs and outcomes as required by funders, Cornwall Council and other stakeholders
- Manage own time, travel to clients and international visits so that it is efficient. It is anticipated that two visits to Arizona State University will be required per annum.

Customer feedback

- Ensure that clients are aware that customer feedback systems are in place so that they have the opportunity to influence service improvement initiatives.
- Provide written responses to enquiries or complaints as required, seeking approval from the Programme Director or Head of CDC Corporate Services for the most contentious or high-profile matters
- Approve written responses to enquiries or complaints as required

KEY RESULT AREAS:

- The provision of a high-quality service that meets the needs of clients in terms of facilitating their RD&I journey - working to agreed performance targets
- Monitor own activity and plan effective mitigation processes to ensure all targets are met or exceeded
- Development and maintenance of a demonstratable expert level of knowledge and expertise
- Contribution to growing the demand for RD&I by demonstrating investment, providing info, case studies, intel etc

PERSONAL & TEAM RESPONSIBILITIES:

- Provide a good role model for staff and trainees and project a positive image to internal and external contacts and customers
- Demonstrate the Company's culture, values and behaviours:
 - achieving excellence
 - valuing ourselves and others
 - showing personal leadership
 - being passionate about what we do
 - committed to a low carbon future for all
- Take responsibility for own self-development on a continuous basis.
- Participate actively and positively in the effective matrix management of activities across the CDC
- Display strong customer and commercial focus towards the delivery of all commissioned work, supporting the identification and securing of additional funding or contract opportunities
- Carry out responsibilities with due regard to the UK Data Protection Legislation and the General Data Protection Regulation (GDPR)
- Carry out responsibilities with due regard to the Company's Equal Opportunities Policy and Sustainable Development Policy
- Work at all times within the code of the Health & Safety Act
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This job description is not comprehensive or exclusive and duties may be varied from time to time, but these will not change the general character or level of responsibility of the job. This job description and your performance will be regularly reviewed with you.

Good communication and organisation skills as well as self-motivation and self-confidence will remain essential qualities to fulfil this role.

In addition to fulfilling this specific role, you may occasionally be required to make your abilities available to help meet related business needs of the CDC in your own or other departments. This would only be required if authorised by your Manager and subject to confirmation that precedence is given to your normal duties.

Date last reviewed: June 2021

Approved by manager: Gail Eastaugh

Evaluated by CDC HR: June 2021

Agreed with post holder:

Date Personnel informed:

PERSON SPECIFICATION

SERVICE: Development

SECTION: Aerospace Cornwall

JOB TITLE: Space Research Specialist

EXPERIENCE

Essential	Desirable	How identified
<p>Significant experience of working at a senior level in or with SMEs and large industry primes, local and/ or national government and academia with strong insight into all aspects of collaborative research in this context.</p> <p>Experience working with and / or influencing policy for the Satellite Applications Catapult or UK Space Agency.</p> <p>Ability to represent technology developers in the aerospace, space, mining or energy sectors and appropriate sector knowledge to be able to commission additional experts as required.</p> <p>Experience of conducting an in-depth and effective needs analysis with clients and developing action plans to take the clients forward in their RD&I journey.</p> <p>Experience of representing collaborative research / space science programmes at events, seminars and workshops.</p>	<p>Understanding of the political and commercial criteria which must be met for access to Enterprise Zones.</p> <p>Experience of RD&I project delivery and local, regional and national knowledge of RD&I and business support programmes.</p>	<p>Application form / CV</p> <p>Interview</p> <p>References</p>

EDUCATION & TRAINING

Essential	Desirable	How identified
<p>Degree and/or professional qualification in a relevant discipline</p>	<p>Membership of an appropriate professional body</p>	<p>Application form / CV</p> <p>Certification</p>

BEHAVIOURS

Essential	Desirable	How identified
<p>Highly developed client relationship competencies</p> <p>A track record of success in space science and research</p> <p>Passionate about RD&I and Cornwall and Isles of Scilly, and able to present on these subjects at international events as a credible ambassador for space research in the region.</p> <p>Articulate, dynamic, energetic and delivery focused</p> <p>Able to build effective and productive working relationships at a senior management level</p> <p>Innovative thinker at a practical and strategic level</p> <p>Ability to forge successful partnerships with organisations in both the public and private sectors</p>	<p>Politically aware with the ability to influence outcomes with diplomacy</p>	<p>Application form / CV</p> <p>Interview</p> <p>References</p>

KNOWLEDGE & SKILLS

Essential	Desirable	How identified
<p>Good knowledge of Cornwall and Isles of Scilly and its economic, business and social context</p> <p>Knowledge of European and national funding structures and programmes</p> <p>Excellent interpersonal and team working skills</p> <p>Ability to have (sometimes) difficult conversations with RD&I project leads</p>		<p>Application form / CV</p> <p>Interview</p> <p>References</p>

**European Union**European Regional
Development Fund**HM Government**



Excellent report writing skills		
Enhanced networking skills		

ANY ADDITIONAL FACTORS

Essential	Desirable	How identified
<p>Fully competent in the use of ICT including the main Microsoft packages</p> <p>Ability and willingness to travel throughout the county, nationally and internationally when required</p> <p>Some flexible working outside normal office hours may be required</p>		<p>Application form / CV</p> <p>Interview</p> <p>References</p>