**Head of Enterprise and Commercial Services**

**Job Description**

1. **Job Details**

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| Job Title: | Head of Enterprise and Commercial Services | Department: | SAMS Enterprise Limited |
| Line Manager: | SAMS Director | Grade: | Grade 9 |
| Hours: | Full Time (37 hours per week, Monday to Friday) | Duration: | Permanent |

**2. Role Purpose**

To strategically plan, monitor and oversee all activities of SAMS Enterprise towards delivering profitable and reputational outcomes in support of SAMS scientific research. To manage and lead the Enterprise team with the delivery of consultancy work and associated business services. To facilitate collaboration internally across teams and functions. To communicate commercial work effectively externally with a view to increasing income generation to established and new customers, by delivering a high-quality, impactful and effective service. Developing and leading the department towards successful strategic outcomes.

1. **Main Responsibilities**

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| **Key Area of Responsibility** |
| **Strategic Leadership** – taking responsibility for the overall strategy and associated activity within the Enterprise team. Working with managers across SAMS to ensure the department is correctly directed, staffed, resourced and supported to deliver best value for both clients and SAMS. Working collegiately as part of the senior management team (Executive Group) to set direction of travel and deliver on targets. |
| **Other Areas of Responsibility** |
| **Business Growth** – working closely with the Business Development and Proposals Manager under your care, to direct and lead income generation from activities in Enterprise to help drive profitable growth year-on-year. To set and agree strategy for growth across the business. |
| **Governance** – as a member of SAMS Executive Team you will provide a strong link between the commercial and research departments of the organisation, contributing to discussion, ideas and decision making on organisation wide issues. Also attending Enterprise Board meetings and SAMS Board meetings, on a quarterly basis. |
| **Development** – meet Research colleagues regularly via set research area meetings. Guide the process of integrated and collaborative working to identify potential commercial opportunities realisable from SAMS research projects and where the science can be developed to exploit commercial markets. Responding to industry requests and business needs to develop capability. |
| **Finance** – working with the Head of Finance and a dedicated Finance Business Partner to set budgets and monitor business performance on a monthly basis. Develop the business plan (annually) for the Enterprise company, that aligns with SAMS wider organisational objectives. |
| **QHSE** – being responsible for the health, safety and welfare of the team and supporting the Quality Manager in maintaining Enterprise’s ISO9001 & 17025 accreditations, ensuring projects are delivered robustly and consistently against the quality management system and procedures. |

**4. Planning and Organising**

* Assesses and plans business strategy, prepares the annual business plan, builds financial budgets, sets objectives and actions at headline level and oversees delegation of objectives and actions to team members through line management.
* Monitors, controls and reports on business performance against business plan and financial targets taking pro-active action to address variance from target.
* Develops, implements and reviews commercial activity within target market sectors / industries – securing new and building existing revenue streams, steering business development and identifying opportunities for business partnerships.
* Maintains close contact and regular weekly meetings with Directorate to report on Enterprise and contribute to SAMS Group management.
* Active member of the Executive Group – providing input to SAMS wide planning and management, reviewing and setting strategic direction and objectives.
* Motivates staff through employee engagement using strong leadership and interpersonal skills.

**5. Problem-Solving**

Required to resolve complex problems affecting their team of staff and/or the commercial opportunities, projects and related business activities under their care. This will include managing people issues (attendance, sickness, training, performance, disciplinary, resourcing) as well as strategising to navigate business requirements (contractual delivery, legal compliance, assessing risk and impact) that protects or ideally enhances the visibility, reputation, and profitability SAMS Enterprise Ltd.

**6. Decision-Making**

* Operating with authority and accountability for the general functional activity and success of SAMS Enterprise, taking into account wider SAMS-group factors.
* Identifies and anticipates potential commercial challenges or barriers to market.
* Focussed on meeting or exceeding strategic objectives and budgeting goals.
* Identifies practical and workable solutions, in a proactive and professional manner.
* Developing innovative ways to encourage Science-Enterprise collaborations, respectful of potentially competing job demands, objectives or resource issues.
* People management decisions (recruitment & selection, development, performance).

**7. Key Relationships**

* Collaborating and communicating with both internal and external stakeholders.
* Working closely with the Associate Director(s) to drive continuous enhancement of co-operation between Science and Enterprise departments, by engaging with Project Leads (Principal Investigators) and their teams, appropriately.
* Sitting on the Executive Team, working closely with Directorate and senior leaders, to help support SAMS-wide operational management and strategic leadership.
* Leading on key engagement initiatives with new clients, collaborators, suppliers, etc.

**8. Knowledge, Skills and Experience needed for the job**

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| **Person Specification** |
| **Core Professional Experience and Qualifications:**   * Extensive prior experience in developing and delivering successful commercial activities, ideally for an academic institute or scientific research environment. * Ideally, knowledgeable about the marine environment and its opportunities and challenges. * Experience in managing a small company with focus on sales and marketing activities. * Experienced in general management; such as budgeting, forecasting, managing and monitoring income and operational expenditure, including contingencies for risk. * Technical knowledge of commercial consultancy, ideally from a scientific background. * Awareness of Intellectual Property. * Senior-level experience of business development, commercial partnerships, and B2B sales and service-delivery, ideally gained from a Science-sector background. * A proven track record of developing a sales culture within a team environment. |
| **Key Skills, Abilities and Personal Attributes:**   * A strong strategic leader with experience in directing business teams to achieve growth. * Commercially astute, experienced and skilled at negotiating commercial contracts. * Highly developed people skills delivered with credibility and authority, adept at building relationships with people, at all levels and from diverse stakeholder groups. * Collaborative worker; able to provide leadership to established managers and work collegially with peers at a senior level, as part of the Executive team or Board-level. * Excellent analytical skills applied to business planning and decision-making. * Strong customer relations, negotiation and influencing skills. * SAMS values excellence, respect, responsiveness, relevance and commitment. * Awareness of global factors affecting business activities, including economic, social, governmental and technological. |

**9. Scope of role**

Overall General Management responsibility for the SAMS Enterprise Limited company. Oversee the provision of business and commercial project delivery to a diverse client portfolio, with a view to growing stakeholder engagement and existing client base. Annual company income target of £2 million (plus) with the strategic aim to increase income for year-on-year growth. Overall responsibility for a team of 20 people.

**10. Further information**

SAMS operate a hybrid, agile working model, with core working hours being 8.45 – 17.09 hrs, Monday to Friday. This post will require occasional national and international travel. Although we are of course happy to talk flexible working at the point of interview, it is expected that the value of face-to-face interactions for building connections and trust into relationships, with stakeholders at all levels, is respected. This role will require working internally (onsite, in office, with others) and externally (visiting clients, conferences, etc).

The post holder may also be required to perform duties other than those stated in this job description and particular responsibilities attached to posts may vary from time to time without changing the general character of the job, or the level of responsibilities expected.

**11. Team Structure**

SAMS Director

Enterprise - Sales & Marketing Executive

Quality Manager

**2 x** Graduate Environmental Consultants

**3 x** Project Managers (Marine Environmental Consultants)

Business Development Manager

Senior Engineer

**3 x** Technicians

**2 x** Senior Project Managers

**THIS VACANCY**

Head of Enterprise

Proposals Manager

Finance Business Partner for Enterprise

2 x Business Admin Assistants

[What can SAMS offer you?](https://vimeo.com/411370772)

*Please right click and select ‘open in new tab’*

Our Values and culture

We strive to be a world-class marine science enterprise that underpins regional, national, and international policy, and societal action to secure healthy and sustainable oceans.

As a workforce, we have a strong family and team culture, helping each other to achieve our goals.

Remuneration

We offer a competitive salary and pension as well as employee benefits package. We also have a number of supportive policies to assist absence, family, and other leave types.

Career Goals

SAMS provides a supportive learning and career growth environment for those looking for that next step in their career or upskill in the workplace. This may be through opportunities to develop techniques, learn more about the science objectives for the group, gain some tutorial opportunities, as well as attend meetings and CPD events.

We’ll provide you with a good start as you join SAMS

SAMS provides an excellent induction which is a great introduction to the organisation, the facilities, your department and team, and provides that support that you need over the early months joining a new organisation. We will also provide you with office space, computing equipment and ensure this is ready for you on your first day of work.

Employee Benefits

In addition to a general remuneration package which includes a generous salary, pension, and sickness absence policy, we offer a number of employee benefits to our staff, some of which are listed below:

* Flexible & Hybrid working arrangements (up to 2 days working from home) – will depend on role dynamic.
* Purchase of additional annual leave – up to 20 days per annum
* Access to shopping discounts as well as local shop and leisure discounted memberships
* Cycle to work scheme
* Purchase of technology
* Payroll Giving
* Salary Sacrifice – pensions
* Access to wellbeing portals which provide support for mental health, nutrition and fitness and GP referral scheme
* Occupational health support
* Welfare support on site
* Sabbatical scheme
* A number of training and development courses to assist you with your career development – leadership, coaching and mentoring.
* Free car parking
* Electric car charge points on-site

SAMS’ commitment to gender equality has been recognised, as our institute was presented with an Athena SWAN (Scientific Women’s Academic Network) Bronze Award and is currently working towards Investors in Diversity accreditation.

SAMS holds a Youth Friendly Employer Badge – Bronze Award.

We are now a Fair Work Employer.

As an Academic Partner of the University of the Highlands & Islands (UHI), SAMS is designated as an educational establishment and subject to the provisions of the Protection of Children (Scotland) Act. Certain roles may be subject to a satisfactory check by Disclosure (Scotland) as a condition of their appointment.

Applications must include CV and Cover Letter and should be sent electronically to [recruitment@sams.ac.uk](mailto:recruitment@sams.ac.uk) quoting Job Ref. ‘D11/24.MS’ in the subject line.

The closing date for applications is 5th January 2025.

Interviews to be held in mid-January 2025.

Please note, we prefer to contact referees prior to interview.

Guidance for Applicants

We are unfortunately not able to provide visa sponsorship for this position.

Your application – what are we looking for?

We are looking for a full CV – please remember to document all your relevant work experience, listed with the most recent first. You should also include your educational achievements with your most recent qualification first.  You should include skills and competencies gained from previous employment or education. This should be specific to the job description.  Also, please include details of two referees, one referee at least from your current role, who we may contact if invited for interview.

We enjoy reading cover letters and these are an important part of the application. In the letter, connect your past accomplishments with the requirements listed in the job description. Focus on your most relevant experience, qualifications, and skills. Where possible, quantify your accomplishments with facts and data.

 Useful links

* [How to write a flawless cover letter](https://career-advice.jobs.ac.uk/cv-and-cover-letter-advice/how-to-write-a-flawless-cover-letter-in-2020/) (please right click and select open in new tab)
* [How to write a CV](https://www.reed.co.uk/career-advice/how-to-write-a-cv/) (please right click and select open in new tab)

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