

Are you our new Lead Account and New Business Manager?

Location:	Central London
Reporting to:	Head of Account and New Business Management
Working Hours:	Full time. The pattern of hours may vary according to operational needs and generally work will be carried out during normal office hours. We're a flexible employer.
Contract:	This is a 12-month fixed-term contract. The notice period is 1 months in writing on each side. There is a probationary period of 3 months.
Salary:	Competitive with attractive benefits, dependant on experience
Holidays:	25 days per annum, plus statutory holidays
Equal Opportunities:	We strive to be an equal opportunities employer and commitment to this process will be expected.

Who are we?

We are Future Cities Catapult. We accelerate urban ideas to market, to grow the economy and make cities better. We bring together businesses, universities and city leaders so that they can work with each other to solve the problems that cities face, now and in the future.

From our Urban Innovation Centre in London, we provide world-class facilities and expertise to support the development of new products and services, as well as opportunities to collaborate with others, test ideas and develop business models.

We help innovators turn ingenious ideas into working prototypes that can be tested in real urban settings. Then, once they're proven, we help spread them to cities across the world to improve quality of life, strengthen economies and protect the environment.

The essence of this role

The essence of this role is to successfully lead and develop a portfolio of projects for Future Cities Catapult. The role requires the vision and ability to work on projects from end-to-end, helping to develop new business from existing projects/accounts and shaping new opportunities generated by the Relationship Development team, while ensuring they are progressed with maximum efficiency for maximum value creation and impact.

We are a project based organisation. Our projects are exciting and varied, but also complex and challenging, combining new technologies with multiple partners to solve different city challenges in a range of places.

The vast majority of our projects are delivered through partnership and collaboration and normally involve a combination of areas of expertise from digital and data, through human-centred design to urban spatial planning. More than generic business development and project delivery experience we are looking for candidates having proven content and context knowledge in the urban mobility, built environment, and/or technology arena.

The role will require some travel as the proportion of our work overseas increases year-on-year.

Main Responsibilities and Activities

The Lead Account and New Business Manager will report to the Head of Account and New Business Management and will have the following responsibilities in six key areas:

- (i) Lead the development of project proposals and plans, shaping collaborative R&D and commercial opportunities into high-value projects coming from existing accounts or generated by the Relationship Development team;
- (ii) Create strategies to develop short and long term revenue streams;
- (iii) Build and maintain strong and long lasting relationships with high profile partners and prospects;
- (iv) Oversee the delivery of high-profile projects, ensuring we deliver with maximum efficiency for maximum value creation and impact;
- (v) Promoting the Future Cities Catapult to external stakeholders;
- (vi) Providing mentoring and line management duties as required.

What will you be doing?

Shaping offer and terms

- Shape project proposals and plans to ensure we set ourselves up for success in delivering maximum impact;
- Effectively communicate the value propositions to stakeholders to drive commercial revenue;
- Negotiate contracts with the Catapult's and Customer's best interest (e.g. shared IP ownership);

Manage defined accounts and client/partner relationship

- Cultivate lasting relationships with high-profile stakeholders, including city leaders, city officials and corporate clients from a variety of industries looking to innovate in the city space;
- Proactively assess, articulate and validate customer needs on an ongoing basis;
- Understanding customer trends, predicting and understanding requirements and increasing revenue streams;
- Take responsibility for project-related customer and stakeholder management, resulting in high levels of stakeholder satisfaction with each project;
- Have a clear understanding of how the organisation works and opportunities that exist within the customer's organisation;

- Provide clear reporting on the commercials of the account including pipeline, revenue, margin and forecasting;
- Help manage a sales pipeline, achieving a high conversion rate.

Deliver high-impact projects

- Work with PMO to ensure there's a full understanding of project scope and specifications, as well as resource requirements;
- Work alongside project teams, acting as the 'voice of the customer' and ensuring outputs are delivered with exceptional quality, while achieving the strategic objectives that contribute to our KPIs.

Promoting Future Cities Catapult to External Stakeholders

- Attend and present at events, in particular showcasing our projects;
- Promote our portfolio of projects and achievements to support our wider Stakeholder Engagement activities.

Providing mentoring and line management duties as appropriate

- Help shape the development of the Account and New Business Management community, including mentoring and skills development as necessary;
- Foster a collaborative environment where a bid team can design project proposals and plans that bring the best thought-leadership, content and innovation to the project to achieve the greatest impact;
- Help recruit and line manage direct reports as the portfolio of projects and Catapult structures evolve.

Outcomes of the job

We like to judge success against outcomes. We would expect you to achieve the following headline outcomes after one year:

- Proposals that will be converted into > £5.5M of revenue in FY17
- A win:loss ratio by contract value of in the range 30-50% for commercial and 60-80% for collaborative R&D
- Average transit time of opportunities in the pipeline
- Return on investment of won opportunities
- Impact of projects delivered

The details of these outcomes will be defined upon starting, but these give you an idea of the criteria your hiring manager will be looking at to evaluate your performance.

Required Competencies

- Hold excellent and confident interpersonal and presentation skills with the ability to portray a strong professional image;
- Be outgoing, motivated, proactive and confident with a strong professional image;
- Easily build new relations and networks in a professional or personal environment;

- Have demonstrable experience of working with blue chip clients;
- Have strong but subtle negotiation skills with a consultative approach;
- Hold a strong team ethic and integrity, with the ability to collaborate with a diverse range of people;
- Have a comprehensive knowledge and understanding of the technology arena and excellent commercial awareness;
- Have superior organisational skills, including project and time management;
- Be able to simplify complex issues;
- Able to take difficult decisions and respond constructively to pressure;
- Show a relentless focus on success in delivering for cities;
- Shares learning and expertise across and beyond the organisation.

Skills and Experience

- 8+ years' experience of working within a similar position, ideally in a high growth organisation, start-up or consultancy;
- Track record in a project-led environment including commercial development and portfolio management;
- Awareness of the urban mobility, built environment and / or technology arena, ideally with experience of leading innovation projects in Cities;
- Experience working with board level stakeholders and running board level presentations;
- Ability to build, guide and motivate a team to deliver outstanding results on projects.

What about our culture?

We are a rapidly growing organisation with a mission to make urban innovation happen. We are all deeply committed to our mission, and you will need to share that commitment. And you will have to be happy working in a fast-moving, unstructured and cross-disciplinary environment.

Things change as we learn, and you'll need a degree of adaptability. Our culture is open, collaborative and relatively non-hierarchical. We've tried to capture our way of working in three principles:

- (i) **Break new ground** – we're transformative, imaginative and intelligent
- (ii) **Play nicely** – we're collaborative, approachable and fair
- (iii) **Make it a reality** – we're down to earth, tangible and we get stuck in.

You'll thrive in an environment that sits between public and private, between cities and tech, between art and science, between research and practice. If you are excited by the possibility of working in one of the world's leading urban innovation centres, a place stuffed with a diverse group of talents and perspectives, we would encourage you to send your application.

Want to apply?

Send your CV and portfolio with covering letter via our [application portal](#) and in your cover letter, tell us why you're right for the job.

www.futurecities.catapult.org.uk

Twitter: @FutureCitiesCat