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**University of Sunderland**

**role profile**

**Job title:**

Business Improvement Manager - Knowledge Transfer Partnership Associate

### **Salary:**

£35,000 per annum

### **Department:**

Faculty of Business and Technology

### **Location:**

Training in Care, 46 Charlotte Street, South Shields, NE33 1PX

### **Reports to:**

Dr Derek Watson, Associate Professor in Cultural Change

### **Working hours:**

37.5

**The role:**

We’re looking for a Business Improvement Manager to lead an exciting Innovate UK-funded Knowledge Transfer Partnership (KTP) between the University of Sunderland and Training in Care. In this role, you’ll be at the heart of developing an innovative interactive learning platform, enhancing teaching methods, and shaping an international marketing strategy to help Training in Care expand globally.

You’ll be employed by the University of Sunderland as a Knowledge Transfer Associate, working closely with a team of experts from both the university and the company. Based at Training in Care’s South Shields office, this is a fantastic opportunity to make a real impact—helping to position Training in Care as a global leader in high-quality child and adult care training while contributing to cutting-edge research.

### **The responsibilities:**

* Manage and deliver a clearly defined plan for the KTP project, including the objectives, milestones and outputs.
* Define a personal development plan with the help of company supervisors and university staff and attend all necessary KTP related courses, events, management, and reporting meetings as and when necessary.
* Support company and university supervisors to keep sight of the KTP project outcomes and to provide regular reports on progress made and to address, if necessary, any operational challenges such as access to data and outstanding communications.
* Report to company and university supervisors regularly to clarify objectives, discuss progress and to highlight any perceived challenges. Minutes of meeting will be recorded as a reference source and will contribute to appraisals.
* Report to the academic and company supervision team once a week, and who will have timely access to the onsite record of meetings with the company supervisors.

### **The benefits:**

At The University of Sunderland, we are committed to creating a work environment where you can truly thrive. We recognise that our success is built on the dedication and talent of our people, which is why we have developed a benefits package designed to support you in every aspect of your life.

A cityscape with buildings and a bridge

Description automatically generatedFrom generous annual leave and enhanced pay for important life events like maternity, paternity, or adoption, to flexible work options that help you balance life’s demands, we’ve got you covered. Our benefits also include access to our award-winning staff support networks, confidential employee assistance, discounts on major retail brands, leisure activities, travel to work, and more.

At Sunderland, we’re not just offering a job, we’re offering a place where you can grow, connect, and feel truly valued. Welcome to a community that rewards your contributions.

# **Who we’re looking for**

### Your qualifications include:

* A 2:1 degree in Strategic Marketing or Business Management.

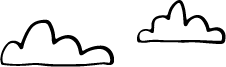
### Your experience includes:

* Digital marketing experience, including designing and implementing marketing strategies for domestic and international expansion.
* Business experience, ideally from running or being part of a small business.
* Experience in managing projects.
* Confidence and clarity in communication, particularly with creative and production teams.
* Experience in motivating and leading teams.
* Ability to design and implement training programmes.
* Comfortable working under pressure in a fast-paced environment.
* Some IT development skills (e.g., web design, software development). (Desirable)
* Understanding of pedagogical development. (Desirable)

# **What we’re looking for**

### Your expertise includes:

* Proficiency in strategic marketing, both domestic and international.
* Strong analytical and problem-solving skills, with the ability to interpret technical data and apply it to business improvement
* Excellent communication skills, with the ability to work collaboratively in a team-oriented environment.
* A proactive attitude toward learning new skills, adapting to new challenges, and integrating multidisciplinary knowledge into practical solutions.
* Ability to demonstrate self-confidence, enterprise and a positive outlook.
* Ability to maintain and development relationships both internal and external.



**Culture Framework**

Our Culture Framework presents the way we do things at the University of Sunderland. It is a living document of our culture. It supports how we apply ourselves at work and it helps with our approach to making decisions and working with each other.

It is woven into all our people policies and procedures, supporting how colleagues are managed, recognised, and developed. Our values are our shared principles as an institution. We undertake actions to make them come to life. If you decide that a career with us is perfect for you, then these principles will lead and motivate your work every single day.



**INCLUSIVE**

We celebrate our diverse culture where everyone's contribution is welcomed and valued.

What role models do:

* Understand differences & respect Individuality
* Strive for honest & genuine interactions
* Invite & listen to the views & opinions of others



**INSPIRING**

We will provide an inspiring, enterprising, and empowering experience for our students and staff.

What role models do:

* Bring pride to the work we do, championing the work of others & our University
* Motivate & support others through meaningful feedback
* Continually seek opportunities to develop & share learning with others



**INNOVATIVE**

We value people for their creativity and update our knowledge and practice to enhance the student experience and improve our institutional performance.

What role models do:

* Look inside & outside of the University for inspiration
* Open to ideas, asking questions & challenging respectfully
* Look for ways to continually improve & taking risks to make it happen



**COLLABORATIVE**

We work together as a community with our partners and build lasting relationships to achieve our shared ambition.

What role models do:

* Take ownership of our own work and our impact on others
* Share information and knowledge with others
* Work effectively in our own teams but also involve others outside of our immediate teams or the University



**EXCELLENT**

We strive for EXCELLENCE in all that we do in teaching, learning, research and knowledge exchange, as well as in the services we provide to students and to each other.

To enable us to be excellent, we seek to act in ways that are INCLUSIVE, INSPIRING,

INNOVATIVE & COLLABORATIVE.