

Role Profile

Job Title: Ecosystem Manager, Enterprise Hub – **Digital and Physical Infrastructure**

Directorate: Enterprise

Reports to: Senior Ecosystem Manager

Location: Hybrid working (two days working from our central London office)

Hours: Full time (36.25 hours per week)

Responsible for: Some line management responsibility expected

Overall Aim

To support the development and delivery of the Academy's bespoke offer for a growing community of alumni, awardees of our research led engineering start up and scaleup programmes and other key stakeholders. Through high quality events and activities, tailored to the Enterprise Hub's ecosystem's needs the ecosystem team helps to foster long lasting, successful, relationships between talent and expertise with the Academy, all for mutual benefit.

You will be expected to lead on the vertical of **Digital and Physical Infrastructure** and oversee Hub Ecosystem work and stakeholders relevant to this thematic area. The role offers a high degree of autonomy and responsibility for owning the strategy, delivery and key results for this area, while working collaboratively with the wider Enterprise Hub team and Ecosystem team to achieve our team's wider mission.

About the Enterprise Hub

The Enterprise Hub focuses on supporting individuals and fostering their potential in the long term, taking nothing in return, setting the Hub apart from the usual 'accelerator' model. Enterprise Hub programmes last between 3 to 12 months supporting early-stage entrepreneurs and SME business leaders through their start-up and scale-up journeys with a unique package of equity free funding, mentoring, facilities and access to a global network of innovators and best-in-class engineers, including as mentors and fellow alumni.

Our goal is to encourage creativity and innovation in engineering for the benefit of all. By fostering lasting, exceptional connections between talent and expertise, we aim to create a virtuous cycle of innovation that can deliver on this ambition. The Enterprise Hub Ecosystem team supports a community of over 300 UK's brightest engineering and technology entrepreneurs, a number that proudly continues to grow.

Key Responsibilities

Leadership

- Support the development of a best-in-class, alumni offer appropriate to the goals, values, brand and status of the Academy.
- Take full responsibility for development and delivery of a best-in-class offer for the vertical of Digital and Physical Infrastructure
- Maintain a keen awareness of the evolving global landscape of entrepreneur support activities, with the view of evolving and enhancing the Academy's offer in line with our values.

- Keep abreast of matters relevant to Digital and Physical Infrastructure innovation to support the Academy's offer and ensure the provision effective support.
- Utilise networks and relationships to further the programme and the Academy's strategic objectives.
- Oversee delivery of thematic events, activities and initiatives relevant to Digital and Physical Infrastructure, including roundtables, events, and expert 1-1s to facilitate networking, knowledge exchange and strong community peer support.
- Represent the Hub at events and meetings as appropriate.

Programme management

- Manage the successful delivery of EXPLORE, the Hub's exclusive alumni programme, when the round focuses on Digital and Physical Infrastructure innovators.
- The successful delivery of the relevant programme activities include:
 - a. Implementation of agreed policies and adoption of best practice in grant management;
 - b. Financial forecasting, budget planning, monitoring and management;
 - c. Managing key partnerships, managing suppliers, funders and key stakeholders as appropriate.
 - d. Effective collaboration with colleagues in the directorate and wider Academy on alumni related programmes.
 - e. Implementation of the Academy's Diversity and Inclusion policy;
 - f. Effective and meaningful engagement of Academy Fellows in programme and vertical activities.
 - g. Maintaining close supportive relationships with Hub Members, and wider stakeholders, determining support needs, and identifying suitable interventions to progress/accelerate progress;
- Work with the Senior Ecosystem Manager, colleagues, suppliers/contractors, and external organisations to continuously promote the Academy's enterprise activities and the beneficiaries.
- Proactively identify and promote engagement opportunities for Hub beneficiaries within other relevant and synergistic Academy activities.

External engagement

- Build and maintain relationships with key stakeholders as appropriate including but not limited to investor community, business intermediaries, advisory firms, business community in order to enhance the alumni and the wider Hub ecosystem.
- Deliver as appropriate supplementary activities including events, roundtables, visits to enhance customer experience of the alumni.
- Maintain and grow strong network of the Fellows and relevant stakeholders around the vertical. Grow number of Fellows engaged with the Hub as mentors.

Other

- Contribute to a culture of continuous improvement and play your part in ensuring the team delivers against the strategic objectives of the Academy.
- Provide excellent line management support as and when appropriate.

Key Results

1. Best-in-class support programme developed and delivered for Hub alumni working in, and across, Digital and Physical Infrastructure innovation
2. Excellent customer experience for Hub alumni, resulting in high level of engagement and NPS scores.

3. High degree of collaboration across all our entrepreneurship programme activities (UK and International)
4. Year on year growth of sign-ups to 'Exceptional Pledge' (Hub's development initiative to enable alumni to give back through monetary gifts or as a percentage of important company events).
5. Benefits of the programme are delivered within budget, to time and consistent with commitments to funders and agreed targets, including coordination of non-monetary programme activities.
6. A network of key stakeholders and supporters cultivated across the engineering entrepreneurship ecosystem internationally, particularly focused on Digital and Physical Infrastructure.

Please also be aware of and follow the Royal Academy of Engineering policies and procedures, with particular attention to health and safety, equality and diversity and customer service excellence. To further your development and knowledge you will be expected to attend training as necessary.

The Royal Academy of Engineering reserves the right to amend this role profile as necessary, after consultation with the postholder, to reflect changes in or to the job.

	Essential	Desirable
Experience & qualifications	<ul style="list-style-type: none"> • A graduate (or equivalent experience) • Experience of working to support development of engineering entrepreneurs in the UK and or internationally • Community management experience • Project management experience 	<ul style="list-style-type: none"> • Experience of working in enterprise, engineering or a related area (digital and physical infrastructure) • Experience of working in an entrepreneurial environment • Experience of working with full range of tech and investment organisations • Line management experience
Knowledge	<ul style="list-style-type: none"> ⌘ Excellent knowledge of the entrepreneurship and engineering communities in the UK, particularly of trends and leading approaches to start up and scale up ⌘ Demonstrable knowledge of the innovation and entrepreneurship support infrastructure in the UK ⌘ Knowledge of good practice in programme management 	<ul style="list-style-type: none"> ⌘ Established network relevant to engineering/tech entrepreneurship, including finance providers, specialist advisory firms, accelerators ⌘ Project management qualification ⌘ Extensive knowledge of emerging trends and practices in community management ⌘ Awareness of digital and physical infrastructure innovation
Skills	<ul style="list-style-type: none"> • Highly organised with excellent time management skills • Ability to build strong, lasting and credible relationships internally and externally • Able to work autonomously with minimal supervision • Comfortable working with ambiguity • Effective communicator – both orally and in writing • True team player with good interpersonal skills • Able to perform effectively under pressure • Computer literate 	<ul style="list-style-type: none"> • Ability to effectively engage stakeholders at all levels.
Personal style and behaviour	<ul style="list-style-type: none"> • Personal commitment to the corporate values, vision and objectives of the Academy • Self-motivated and proactive • Willingness to learn and apply learnings to work • Diplomatic and flexible 	
Other requirements	<ul style="list-style-type: none"> • Commitment to quality, customer service, best practice and best value in all aspects of the Academy's operations 	