

Job Title: Deputy Director and Research Platform Commercial Operations Manager (new)
Grade: 9
Salary: £59,966 to £67,468 per annum
Department: Technical and Research Infrastructure Services Directorate (TRIS)
Hours/Contract: Full-time or job share
Job Family: Management and Administration
Reference: 13769

Role Purpose

This senior leadership role is responsible for the strategic and operational management of specialist technical infrastructure and research platform services across the University. The postholder will:

- Grow income by maximising cost recovery and increasing revenue through enabling contract research and use of facilities.
- Sell the platform capabilities to external partners and customers to generate new commercial income.
- Collaborate with academic stakeholders to shape the University's infrastructure strategy.
- Lead the development, delivery, and continuous improvement of a portfolio of research platforms.
- Standardise practices to improve efficiency and ensure high-quality support for the research community.
- Increase the external visibility of Research Platforms to enable greater income generation and develop shared service models regionally and nationally.
- Contribute as part of the senior leadership team of TRIS and deputise for the Director when required.

Resources Managed

- Oversight of budgets and resources associated with research platforms and commercial technical services
- Responsibility for planning and delivery of long-term infrastructure and service development projects

Main Duties and Responsibilities

- Lead the strategic planning, development, and delivery of specialist Research Platforms, ensuring alignment with University research priorities and compliance with regulatory standards
- Manage and develop a diverse portfolio of research platforms, driving cost recovery, high-quality service delivery, innovation, and user satisfaction
- Generate commercial income through external partnerships, service development, and promotion of technical capabilities to academic and industry stakeholders
- Provide leadership and support to a large technical team, fostering a culture of continuous improvement, professional development, and operational excellence
- Standardise operational practices across technical services to deliver efficiency savings and improve consistency and quality
- Collaborate with internal and external stakeholders to ensure high-quality support for researchers and customers.



Support the Director of TRIS and deputise when required, acting as a key point of contact for external partners and promoting visibility of Research Platforms nationally and internationally.

Internal and External Relationships

Internal: Academic departments, Research and Enterprise Division, Estates and Digital Services, Finance, HR, and Health and Safety.

External: NHS Trusts, research councils, industry partners, HEIs, commercial clients, and national infrastructure networks (as appropriate).

Planning and Organising

Lead long-term planning (1–3 years) for infrastructure development, service delivery, and workforce planning.

Oversee multiple concurrent projects, ensuring delivery to time, budget and quality standards.

Shape the strategic direction of technical services and contribute to broader University operational and strategic planning.

Qualifications, Knowledge and Experience

Essential

- Degree and typically a postgraduate or professional qualification, or equivalent substantial experience in a relevant technical or research infrastructure field*
- Proven experience of managing large technical teams and complex service operations*
- Demonstrable success in commercial income generation, service development, and stakeholder engagement*
- Experience of managing budgets and resources effectively
- Strong understanding of research infrastructure, compliance, and quality assurance in a university or research-intensive environment

Desirable

- Experience of working with NHS or other public sector research partners
- Project management qualification or equivalent experience
- Experience of mentoring or coaching staff

Skills, Abilities and Competencies

Essential

- Evidence of commercial acumen and ability to sell the Platform capabilities externally*
- Ability to develop and implement strategic plans and operational improvements*
- Proven analytical and problem-solving skills*
- Evidence of the ability to influence and collaborate across organisational boundaries*
- Excellent leadership, communication and interpersonal skills





***Criteria to be used in shortlisting candidates for interview**

Criminal Declaration

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

Supporting University Activities

As a University of Leicester citizen, you are expected to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We expect all staff as citizens to work flexibly across the University if required.

University Values

Inclusive - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

Inspiring - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

Impactful - As Citizens of Change we will generate new ideas which deliver impact and empower our community

Freedom of Speech

The University is committed to upholding freedom of speech and academic freedom within the law throughout our recruitment processes. We ensure that all candidates are considered based on merit and suitability for the role, without regard to their lawful viewpoints or the expression of challenging or controversial ideas. Our recruitment policies and practices are designed to protect applicants from discrimination or adverse treatment on the basis of their opinions, and to foster an environment where open debate and diverse perspectives are valued as essential to our academic mission.

Equity and Diversity

We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equity support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equity, diversity and inclusion.

