

Role Profile

Part A - Grade & Structure Information

Job Family Code	12BF	Role Title	Made Smarter - Technology Adoption Specialist (x4 12month FTC)
Grade	PS12	Reports to (role title)	Made Smarter - Strategic Programme Manager
		Directorate/School	Place
JE Band	519-613	Service/Department	Economy & Growth
		Date Role Profile was created	Jan-25

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	<p>Technology Adoption Specialists (TAS') will be responsible for managing a caseload of eligible manufacturing small and medium-sized enterprises (SMEs) from across the South East of England (excluding London) as part of the Made Smarter Adoption programme. This will involve a focus on helping these SMEs to transform their business through the adoption of Industrial Digital Technologies (IDT's). The TAS' will be the main point of contact for the customer and will work with them to create a bespoke IDT Transformation Roadmap, subsequently supporting them through their journey of support within the programme. This will include delivering specialist advice when required and managing the relationship with the wider Made Smarter programme, for example referring them to the programme's leadership and management and/or organisational workforce development support. It will also include identifying, and referring the SMEs to, a range of additional business support services where appropriate.</p> <p>The TAS will represent the Made Smarter Adoption programme in the South East, promoting it to businesses, partners (including from the education and knowledge sector), businesses representative organisations and networks, and intermediaries. There are four full-time positions available, working together strategically across the South East geography to engage and support businesses through the programme. This geography encompasses the following Upper Tier Authority (UTA) areas: Berkshire, Brighton, Buckinghamshire, East Sussex, Hampshire, Kent, Medway, Oxfordshire, Solent (incorporating the Isle of Wight, Portsmouth and Southampton), Surrey, and West Sussex.</p> <p>Each of these UTA's represents a strategic partner within the Made Smarter Adoption South East programme, and engaging with them and their business support ecosystems will be a key component of the role – particularly for business engagement, referral and business intelligence purposes.</p> <p>The TAS will work remotely, visiting businesses in their caseload regularly and meeting with the rest of the team in person regularly. Travel across the region will be required but depending on the location of the successful candidates, there may be scope for individual TAS' to concentrate the majority of their activity within a broad geographical area of the South East (e.g. West or East). All posts are up to 12-month fixed term contracts, with the possibility for extension/ subject to ongoing Made Smarter Adoption funding into 2026/27 and beyond.</p>
Work Context	<p>This post is responsible for:</p> <ul style="list-style-type: none"> - Being the 'face' of the Made Smarter Adoption South East programme, becoming known to manufacturing SMEs, partners, businesses representative organisations and networks, and intermediaries across the region. - Contributing to the successful delivery of workshops and other funded projects to provide specialist technical advice - Handling SME enquiries and assessing their eligibility and suitability for further support, account management of caseloads, and facilitating diagnostic workshops at the SMEs' premises to understand and prioritise opportunities for the adoption of IDTs. - Supporting the SMEs to implement the IDT Transformation Roadmap, including providing ongoing advice and facilitating access to specialist support services where appropriate. These may include technology providers, organisation and workforce development advice and training (including internship opportunities), other regional support partners and their provision, Made Smarter Innovation, and wider nationally available provision - Supporting SME participants in their application for grant-funding to the programme by assessing their financial position, completing and submitting the relevant programme documentation, and acting as an advocate at the Investment Decision stage <p>TAS will be expected to attend business events regularly, developing and maintaining a network of business and professional contacts that generate new leads and referrals for the programme. They will ensure customer enquiries and partner referrals are correctly recorded on the Customer Relationship Management (CRM) system and contribute to all monitoring and reporting required by the funder. They will adhere to the Made Smarter Adoption South East programme's core principles: Additionality; Efficient Delivery; Impact, Learn and Showcase; and Geographically Fair and Transparent.</p>

Line management responsibility if applicable	The postholder will have responsibility for external and internal stakeholder management and may manage direct reports if required.
Budget responsibility if applicable	The postholder will support the Strategic Programme Manager to inform the delivery of innovation and economic growth budget allocations.
Representative Accountabilities Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • Identify issues, trends and opportunities that may have an impact in their area of responsibility to enable appropriate action to be taken. • Lead the development of policy in the own area of specialism, contributing to the delivery of organisational objectives. <p>Service Delivery</p> <ul style="list-style-type: none"> • Evaluate existing service provision taking account of feedback and broader external developments, to ensure innovative solutions are proposed to maximise service quality, efficiency and continuity. • Apply specialist expertise and use judgement to make decisions where solutions are not obvious, to deliver services that meet customer requirements and service standards. • Drive change and embed new ways of working to ensure high quality service delivery and value for money. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Develop and ensure implementation of operational plans and play a key role in the formulation of strategic longer term plans for the area to fit broader functional and organisational strategy. • Lead major projects and reviews and represent the business area in internal and/or external initiatives to enhance reputation and service delivery. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • Manage allocated budget/resources/funding effectively and flexibly and control all related expenditure to ensure delivery of targets/objectives within budget. • Contribute to resource and budget planning within own area. <p>Work with others</p> <ul style="list-style-type: none"> • Liaise internally and externally at senior levels to establish service requirements and priorities and ensure the department/service issues are appropriately represented and acted upon. • Work with managers, service representatives and partners to identify and apply cost effective means of delivering improvements to business processes and strategies. <p>People Management</p> <ul style="list-style-type: none"> • Manage a group of staff across a function/service, or as a significant part of a wide function to ensure all relevant annual targets and goals are delivered within budgetary/resource constraints. • Lead, motivate and develop individuals using a coaching approach, to better meet current and future requirements. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To be responsible for ensuring health & safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Degree or equivalent professional qualification plus experience at management level in a specialist area. • Knowledge of the principles of change management, project management and continuous improvement, and their practical application. • Authoritative knowledge of the work practices, process and procedures relevant to the role including broader sector/commercial awareness. • Ability to manage budgets and resources to deliver effective support to their area of responsibility. • Strong written and oral communication and interpersonal skills with high level negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals. • Comprehensive knowledge of computerised business systems. • Understands how to inspire and motivate others. • Advanced problem solving and analytical skills with the capacity to devise and implement practical and creative solutions. • Wide experience in successful leading, coaching, mentoring and developing of staff.

Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>Essential</p> <ul style="list-style-type: none"> • Demonstrable experience and evidence of successful IDT project delivery and implementation, as well as expertise, in at least one relevant IDT area of specialism, such as: <ul style="list-style-type: none"> - Additive Manufacturing (3D printing) - Augmented & Virtual Reality - Big Data & Analytics - CAD/ Emulation/ Simulation - Cognitive Computing & AI (machine learning) - Data Systems and Integration - Industrial Cyber Security - Internet of Things/CPS (sensors, Barcode, QRCode, RFID, NFC, Bluetooth etc) - Mobile Devices & Wearables - Robotics and Process Control Automation • A strong track record in business support delivery including in-depth one-to-one provision, one-to-many workshops, and account management – ideally covering IDT-related subjects and including manufacturing sector businesses. • Practical experience of diagnosing business needs and agreeing effective strategic business action plans in relation to the application of digital technologies to improve productivity and the development of improved products and services. • Evidence of experience of working with senior management in the manufacturing sector, or other sectors, with product/service/process design and development expertise from conception to commercialisation. • Ability to deliver quality outcomes in a fast paced, target driven operational environment. • Excellent communication and networking skills. <p>Desirable</p> <ul style="list-style-type: none"> • Experience of running or managing a business would be welcomed, particularly in the manufacturing sector • Knowledge and experience of public sector business support, both in terms of the issues faced by businesses and the business support landscape • A good understanding of CRM systems • Accreditation by a business support body (for example, SFEDI)
Role Summary	<p>Roles at this level are substantial management roles, they are either managing a multi functional support service within one of the organisation's service areas, or coordinating a specific business development or advisory area. This may involve significant coordination of complex or diverse services, e.g. leading business support services to professional teams, or coordinating teams carrying out specialist advisory or administrative services. More specialised roles will require a full understanding of a professional or specialised field and will work with those both inside and outside the organisation, to influence the development of services or delivery of specific projects or organisational objectives. They will provide overall guidance to more junior managers in terms of planning, service standards and resources which underpin service level agreements. Planning takes place over a one year horizon. They work closely with customers, staff, agencies and/or contractors to ensure that the services meet and exceed expectations. Roles at this level require extensive management experience and high level expertise. They exercise flexibility and independence for decision making within their particular functional area, working to broad parameters and policy guidance. Roles at this level are accountable for the professionalism of service delivery under their remit.</p>
Reference Number	<p style="text-align: center;">BM-2025-013</p>