Unisearch is a business unit within the Division of Research and Enterprise. Since 1959 Unisearch has been a leading provider of Expert Opinion and Consulting services to professional and industry markets in Australia. Drawing on the expertise of academics from UNSW, other leading universities and independent consultancies, Unisearch offers commercial and technical consulting contracts over a broad range of disciplines from product and materials testing to Australian Standards, and reviews of policies and procedures in specific industry sectors, through to analysis of equipment failure.

For our industry clients, Unisearch service-oriented approach and rigorous standards of excellence are backed by fast turnaround on contracts and a high degree of professionalism. Our academic and external clients enjoy the benefits of our strong expertise in contract negotiation, project and relationship management, and administrative support.

The Client Relationship Consultant will manage and grow an existing portfolio of legal clients and consulting projects by providing high-level customer service, pricing quotes, and assisting with bids and tenders, while managing multiple concurrent projects, liaising with internal and external stakeholders to ensure projects are delivered on time and on budget.

This role reports to the Operations Manager and has no direct reports.

**Accountabilities**

Specific accountabilities for this role include:
Level 6

- Manage pricing and preparation of quotations for a diverse range of consulting and Expert Opinion matters in accordance with UNSW policy.
- Assist with the preparation of bids and tenders to government and industry partners.
- Plan and manage a specific portfolio of legal clients and internal academic projects to strengthen the commercial relationships with key industry partners.
- Identify and manage risk factors in funding proposals and contracts/consulting projects through negotiation and discussion with the applicant and other team members.
- Oversee growth of Key and Development accounts, through effective relationship management and service aligned to business success.
- Liaise with the Legal Office as required in relation to the terms of project agreements including intellectual property management.
- Source and register new experts to meet anticipated demand in new markets and technologies and potential business gaps.
- Foster and maintain close working relationships with all levels of staff to ensure they have an understanding of, and the ability to respond to, existing and emerging needs of the Division.
- Coordinate the timely provision of expert witnesses and consultants in response to client briefs. This includes taking enquiries, identifying the specific needs of each client, matching these needs to an appropriate expert, and managing every phase of the job process through to invoicing including detailed record keeping.
- Provide excellent customer service through commitment to the divisional professional standards. This involves achieving defined targets, turnaround times and quality levels.
- Work with the Unisearch team to establish and implement a plan for portfolio management ensuring target markets and clients are developed and maintained.
- Support the ongoing development of the expert database to ensure an increase in the breadth of expertise available and the accuracy of the information contained therein.
- Support the achievement of divisional key performance measures by participating in working groups.
- Undertake other related duties, commensurate with the level of the position where required.
- Align with and actively demonstrate the UNSW Values in Action: Our Behaviours and the UNSW Code of Conduct.
- Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the psychosocial or physical health and safety of yourself or others.

Level 7 (in addition to Level 6)

- Conduct a preliminary assessment of variations/contracts for compliance with policies and requirements of UNSW and funding bodies and, where necessary, advise the Legal Office of the outcome of review, noting any discrepancies or preliminary issues relating to terms and conditions proposed by external clients including in relation to IP, publication, indemnity, warranties, termination, description of project and amounts payable.
Lead the preparation of tenders, request for quotes and bids to government and industry with oversight from team members.

Assist with delivery of training seminars to researchers on initiating and developing commercial and research partnerships.

**Skills and Experience**

**Level 6**

- Undergraduate qualification and/or an equivalent level of knowledge gained through a combination of education, training and/or extensive experience in a commercial or government portfolio.
- A minimum of 2 years’ experience in the legal or recruitment industry or a high-level customer service role providing key account management or relevant tertiary or professional qualifications.
- Experience in managing relationships with external partners, government agencies, industry clients and multilateral agencies.
- Excellent communication skills, both written and verbal and an ability to communicate clearly and persuasively to various audiences.
- Highly developed organisation skills demonstrated in an environment of large volume work-flows and critical deadlines.
- Ability to provide a professional service to determined standards and to perform well under pressure, particularly in managing conflicting priorities.
- Proven ability to work collaboratively with client groups and key stakeholders across a complex organisation.
- Strong administrative, problem solving, negotiation and analytical skills.
- Accurate and timely provision of project management and administrative support.
- Proficient computing skills including word processing, spreadsheets and project management databases.
- An understanding of and commitment to UNSW’s aims, objectives and values in action, together with relevant policies and guidelines.
- Knowledge of health & safety (psychosocial and physical) responsibilities and commitment to attending relevant health and safety training.

**Level 7 (In addition to Level 6)**

- Experience in reviewing, drafting, and negotiating agreements for contract research/consulting projects including scoping and pricing.
- Project management, strategic planning and bid/proposal preparation experience, particularly in a consulting and/or contract research environment.
- Experience in managing relationships with external partners including government agencies, industry clients and multilateral agencies.
- Demonstrated skills in interpreting and commenting on policy, rules and regulations and initiating changes to policy where required.
About this document

This Position Description outlines the objectives, desired outcomes, key responsibilities, accountabilities, required skills, experience and desired behaviours required to successfully perform the role.

This template is not intended to limit the scope or accountabilities of the position. Characteristics of the position may be altered in accordance with the changing requirements of the role.