

Job Description.

HORIBA MIRA, (hereafter known as MIRA), is a global provider of pioneering engineering, research and test services to the automotive, defence, aerospace and rail sectors. We work in close collaboration with vehicle manufacturers and suppliers around the world, providing comprehensive support ranging from individual product tests to turnkey engineering design, development and build programmes.

With over 75 years' experience in developing some of the world's most iconic vehicles, our engineers utilise the latest test facilities and simulation tools to make vehicles and journeys safer, cleaner, more efficient and rewarding. Our suite of 37 major test facilities, 100km of specialised proving ground and wealth of engineering experience, combined with our expanding international presence, means we are confident that we can achieve our vision – every journey in the world will be positively influenced by us.

Progress towards achieving our vision has been significantly accelerated through the creation of MIRA Technology Park, Europe's largest transport technology R&D cluster. By applying our advanced engineering, test and validation capabilities to our customers' challenging programmes, we are already shaping journeys of the future.

Title of Job:	Tech Park Experience Consultant		
Department:	547		
Grade:	BB5		
Date Required:	ASAP		
Salary Range:	TBC		
Number Required:	1		
Location:	MIRA Technology Park – Nuneaton		
Contract Type:	Permanent:	Permanent	Contractor:
Responsible To:	Operations Director		
Subordinates:	Role to expand to include management responsibilities		

Main Purpose of Job

- Lead on making MTP (MIRA Technology Park) a simple place to conduct business, with a great customer experience, as a tenant, as a user of the Proving Ground and as a recipient of MIRA services and projects, so we attract more customers and grow our business.
- Develop and lead the delivery of Technology Park services, their pricing and profitability
- Work on integrating the Technology Park services so that the customer receives a seamless service no matter which MIRA / MTP teams are delivering the service or offering being delivered.

Key Functions

- Lead on making MTP (MIRA Technology Park) and MIRA a simple place to conduct business with a great customer experience
 - Be the go-to person on all of the MTP sites services, how to access them, their pricing and planning client requests. Site Services include, for example data and IT supply to tenants, storage and logistics, FLT services etc
 - Develop the site services roadmap so that it integrates with client needs and the roadmap for the Technology Park development
 - Prepare, get agreed and issue proposals for MTP services. Manage the pipeline of opportunities through the sales process

- Ensure tenants are appropriately billed for the services they receive.
- Develop process & procedure, where needed to ensure that services are delivered consistently and repeatedly.
- Develop a network of teams that deliver the park services.
- Develop and lead the delivery of park services, their pricing and profitability
 - Regular engagement with tenants to understand their needs and tailoring our park services to meet their needs, driving up income for the park as well as making it a more attractive place for customers to conduct business.
 - Use feedback from MIRA Teams and MIRA project feedback to inform the roadmap and set out the long-term vision for site services.
- Work on integrating the Technology Park and MIRA services so that the customer receives a seamless service. This underpins MTP tenants being core customers of MIRA services.
 - Work with the MIRA teams to enhance their service offering so that we provide a slick easy to work with and accessible service from client request, planning for their arrival, the delivery of the service on site through to completion and invoicing.
 - Work with MIRA and MTP teams to simplify the customer journey
 - The target is for customers to recognise the improvements and simplification of the way we do business.
 - Develop a roadmap of these changes so that they can be executed in a controlled and measured way.
 - Lead and facilitate the delivery of this change roadmap
- Where applicable propose and develop ideas for team development and expansion. The structure of the team and who reports to this role will be determined once the candidate has set out a roadmap.
- Be an excellent communicator, building great relationships with tenants, customers and HORIBA MIRA stakeholders,

Essential Qualifications	Preferred Qualifications
<ul style="list-style-type: none"> ● Degree or equivalent qualification in relevant business/operational field ● Driving licence 	<ul style="list-style-type: none"> ● IOSH

Essential Experience	Preferred Experience
<ul style="list-style-type: none"> ● Microsoft Office systems ● Customer management ● Facilities Management ● 10 plus years of working in a similar role, within a similar business. Ideally a Technology Park or Proving Ground environment ● A proven track record and reputation for delivering a great customer experience that is simple and reliable and secures repeat business ● Experience of delivering business change projects ● Experience in working to HSE regulations 	

What is the candidate likely to be doing now?
<ul style="list-style-type: none"> ● A similar role, or one which requires similar skills, values & behaviours.

Other information
<ul style="list-style-type: none"> ● Must be eligible to work in the UK