

Candidate Brief

Head of Sales & Operations
Microbial and Molecular Services
CABI Egham

December 2016



CABI BACKGROUND

CABI (www.cabi.org) is a not-for-profit development-led organization supported by a solid scientific research base and a world class publishing service. Our mission is to improve people's lives worldwide by providing information and applying scientific expertise to solve problems in agriculture and the environment. Our work increases food security and protects biodiversity.

We have over 500 staff based in 16 countries. We have offices in Brazil, China, Ghana, India, Kenya, Malaysia, Pakistan, Switzerland, Trinidad & Tobago, the UK and the USA.

CABI is an intergovernmental organization that can trace its origins back to 1910. Our mission and direction are influenced by government representatives from our 48 member countries who help guide the activities we undertake. These include scientific publishing, development projects and research, and microbial services. We are also leading a major new initiative, Plantwise, which aims to improve food security and the lives of the rural poor by reducing crop losses.

CABI's Knowledge Business

We produce key scientific publications for the global research community, including CAB Abstracts, the world-leading database covering agriculture and environment, and Global Health - the definitive bibliographic database for public health information. We also publish multimedia compendia, books, eBooks and full text electronic resources aiming to further science and its application to real life. Our Knowledge Business also supports our international development mission with the creation of innovative information solutions and appropriate technologies to transfer knowledge to farmers and extension workers. Behind each of our products is a team of subject specialists committed to delivering the most relevant and authoritative information to users worldwide.

Development projects and research

Our staff research and find solutions to agricultural and environmental problems. We use science, information and communication tools to help solve issues of global concern. Our work is arranged around four core themes:

- **Commodities** – we work to enable smallholder commodity farmers to compete in global markets. We diagnose and control plant pests and diseases, and help farmers get a better price for their crops. We work on crops such as coffee, cocoa, wheat, rice and cotton.
- **Invasive species** – we are helping to reduce the spread and impact of invasive weeds such as Japanese Knotweed, water hyacinth and insects such as coffee berry borer and cocoa pod borer. We also advise countries at a policy level about agriculture, trade and the environment.
- **Knowledge for development** – we work with farmers, extension workers, researchers and governments to deliver agricultural knowledge and develop communication strategies and systems.

Microbial services

We manage one of the world's largest genetic resource collections, the UK's National Collection of Fungus Cultures. We conduct microbiological identifications, provide cultures for sale, and offer preservation and consultancy services.

Plantwise

Plantwise is a global programme, led by CABI, to increase food security and improve rural livelihoods by reducing crop losses. Sustainable networks of local plant clinics provide farmers with practical plant health advice, reinforced by the Plantwise Knowledge Bank, an online gateway to plant health information. Working in close partnership with relevant actors, Plantwise strengthens national plant health systems from within, enabling countries to provide farmers with the knowledge they need to lose less and feed more. www.plantwise.org



THE ROLE

Job title:	Head of Sales and Operations, MMS (3 year Fixed Term Appointment)
Salary range:	Commensurate with skills and abilities circa £42.5k to £45k
Grade:	HAY 7
Reporting to:	Country Director, UK
Direct reports:	7
Key peer group:	Project Managers, Innovations Manager, Thematic Co-ordinators, Commercial and Corporate Management, Stakeholders, and Partners
Location:	Egham, UK

Purpose of the role

The CABI Microbial and Molecular Services (MMS) team provides microbiology services and support to commercial customers and to CABI's international development projects. Primary activities include ISO 17025 accredited microbial identification and environmental & industrial services, MiSeq-based next-generation sequencing, MALDI-TOF MS-based microbial identification, together with the CABI culture collection sales and preservation and associated data.

The Head of Sales and Operations role will focus on sales and building the business but will have line management responsibility for the key players in the delivery team including four newly-promoted Team Leaders who will be tasked with coordinating workflows for optimal efficiency and to ensure customer satisfaction. The Head of Sales and Operations will work closely with a Key Account Manager whose focus is on current Key Commercial Customers, as well as a Customer Liaison lead who will deal with the day-to-day customer interactions. The successful candidate will also work alongside the current three most senior staff in MMS, whose focus will be more research and mission based, including project development, publishing, mentoring, and strategic direction. He/she will, in addition, be working with the Director Biological Resources, the MMS Innovation Manager and Regional/Centre Directors in business development.

Key Accountabilities

- to grow the customer base and associated income from our commercial services
- to develop productive relationships with professional, corporate and government customers
- to manage the continued operation of MMS business activities
- to identify and implement efficiencies in working to deliver improved profitability
- to contribute to the Monitoring & Evaluation (M&E) activities of all projects
- to ensure professional standards and quality operation for scientific services and consultancies
- to ensure the efficient management of staff, financial and other resources
- to ensure adherence to CABI policies and procedures at the centre, including but not limited to access to biodiversity, quarantine, HR and Health & Safety, financial and project management, and Intellectual Property Rights (IPR), and IT



CANDIDATE PROFILE

The ideal candidate should have a track record in securing external funding and growing income, ideally in a commercial environment. They will be highly qualified in environmental, industrial or diagnostic and/or molecular microbiology/mycology and will have a track record in successful management of teams delivering scientific services, preferably within a multidisciplinary environment. The successful candidate will have scientific and technical knowledge in one or more of industrial or environmental microbiology, diagnostics or microbial diversity or molecular biology.

They will be an experienced scientist with management skills and a credible advocate with the standing to represent CABI effectively with customers, partners and donors

Knowledge & Skills

- sales and marketing
- general knowledge of microbiology with specific practical skills relevant to environmental or industrial microbiology, particularly diagnostics/identification
- management of scientific teams
- ability to work to commercial deadlines
- ability to translate scientific methodology to service delivery
- knowledge of Quality Systems and standards
- broad knowledge of aspects of microbiology in agricultural and environmental science

Education & Qualifications

Essential

- degree in microbiology, molecular biology or biochemistry

Desirable

- PhD or MSc in environmental, industrial or diagnostic microbiology
- formal training in basic management techniques.

Personality Characteristics

- charismatic and able to represent the team and CABI at internal and external fora
- enthusiastic and able to demonstrate innovative thinking
- organised and able to prioritise
- team player able to interact across a broad range of disciplines and cultures
- capable of identifying both detail and interconnections across scientific areas
- flexible and able to adapt to change
- able to operate as both a team leader and a team member in concurrent activities

Experience

- track record of delivering successful contract outputs
- experience and responsibility for growing business
- proven success in the delivery of scientific projects, products or services
- previous experience managing a science based group of 5 or more
- experience with multiple project/service budgets
- experience in providing specific microbiological components to wider science programmes or services

NOTE

This job description is not intended to be exhaustive. It is expected that the post holder and CABI will adopt a flexible attitude and accept that the duties may have to be varied according to circumstances, in particular changing corporate requirements and individual development needs.



EQUAL OPPORTUNITIES

CABI is an equal opportunities employer and welcomes applications from candidates irrespective of age, gender, race, colour, nationality, ethnic or national origin, disability, religion, sexual orientation or marital status. No applicant will be disadvantaged by conditions which cannot be shown to be justified and selection will be based on merit.

SECONDMENT

This role may be filled on secondment from the corporate sector or from other large international development organisations. To discuss a secondment opportunity, please contact Neil MacIntosh, HR Director, at n.macintosh@cabi.org

HOW TO APPLY

To apply please send the following to recruitment@cabi.org quoting Job Reference **50/2016** and stating where you saw this post advertised:

- 1) covering letter describing in full how you meet the candidate profile, and to include details of your current remuneration;
- 2) full Curriculum Vitae;
- 3) the names and contact details of three referees, one of whom must be your current or most recent employer – referees will not be contacted without your prior permission

Please note that the closing date for the receipt of applications is **5 p.m. GMT Friday 27th January 2017**

(this page is intentionally blank)