

Job Description

Job title	Innovation Advisor
Team	Stowmarket Innovation Gateway
Site	SIG
Responsible to	Centre Manager
Responsible for	N/A
Salary	£35,000 - £38,000, depending on experience
Contract term	Fixed Term Contract – January 2026 – 31 st March 2029 (with possibility of 2-year extension)

Role and Context

Job Purpose

Hethel Innovation is seeking a dynamic and driven Innovation Advisor to lead the delivery of Stowmarket Innovation Gateway's Innovation Programme. In this role you will deliver support directly to businesses looking to grow and adopt digital innovation, as well as act as a key relationship manager to tenants of Stowmarket Innovation Gateway and a range of education providers.

You will play a pivotal role in understanding what support needs businesses have, listening to their challenges, and developing support strategies with the businesses you work with. You will be aware of the regional support landscape, have an exceptional understanding of digital innovation, and be able to connect your clients with other support providers and funders in the region that will support their success.

Your immediate responsibility is to work with the Stowmarket Innovation Gateway site team to ensure the success of the building, establishing it as a hub for digital innovation that is recognised regionally and internationally, but your remit will take you beyond the centre, establishing relationships with businesses on the Gateway 14 park and wider Suffolk region.

As part of a high-performing, proactive team, you will drive continuous improvement and ensure exceptional service delivery for businesses within our network

If you are an innovative, proactive, and commercially driven leader, this is an opportunity to make a lasting impact on scaling businesses.

In return for your commitment, and drive, you will receive the following: -

- Competitive salary
- 26 days annual leave (excluding bank holidays)
- Company pension scheme – in line with auto-enrolment
- Career progression and personal development opportunities
- A collaborative and supportive work environment – where you're valued as part of a team, not just a number

Other Job Information (e.g. any special factors or constraints)

You will be expected to travel to meetings and events as required to benefit your own and the site's development.

Some flexibility on hours will be required to cover for work related activities that need to take place outside of site opening hours. This is covered by our flexible working policy.

Initial Training Period

The centre will be open in April 2025. For the months leading up to it you will be expected to conduct some training days at other Hethel Innovation run sites such as Hethel Engineering Centre. This will allow you to meet the teams operating at similar sites and see how our processes work in action.

Why Hethel Innovation

Our company is built by staff who have a shared ambition – to be a game changer for business. Every single person employed by Hethel Innovation has a direct impact on allowing us to deliver our vision to be the driving force for SME innovation. Our team make things happen.

We are open – we are approachable and flexible, working together with compassion, transparency, and respect.

We are bold – we take ownership, are proactive, are passionate. We are fearless in our thinking, actions, and approach.

We see beyond – we care about development, inclusion, and collaboration. We are creative and curious, focusing on the future.

We are excited by making a difference to businesses – whether that is through the business communities we curate, the support and advice or connections we provide, or the high-quality space we manage and operate at our growing network of innovation sites.

We are in a really exciting period of growth. Our 5-year strategy sets out the roadmap for this growth and our ambition to have a great impact on businesses and supporting their success.

We're inclusive and want our teams to be made up of people from a variety of backgrounds and experiences. If you think that you have the mindset, skills, and motivations to be a central part of delivering on our strategy, we would love to speak to you.

About You

- You want to be part of a small high performing team
- You are curious, you love to learn and have a real interest in business growth.
- You are ready to think outside the box, problem solving is exciting for you and you relish the opportunity to develop solutions to overcome challenges.
- You are comfortable with the uncomfortable – you stand your ground in high pressure situations and communicate clearly.
- You see beyond the challenge in front of you.
- You make things happen – you identify opportunities and act on them.
- You aren't scared of failure but see it as a learning opportunity and have actively changed your approach to situations from previous experience.
- You are independent and autonomous. You have the confidence and skill to develop your own pipeline of projects and manage your workload effectively.
- Asking for help doesn't scare you. You are able to pick up new projects and develop them on your own and able to identify when you need additional support and actively seek it.

- You celebrate the success of others. A win for those you are supporting (either business clients or your team), is a win for you.
- You love to engage with others, collaborating with multiple stakeholders on projects.
- You perform at your best when you are managing multiple projects at one time.
- You are motivated by meeting commercial goals and enjoy proactively planning how to meet them.

Principal Duties

Leading the delivery of all innovation related services. This work includes:

Business & Community Engagement:

- Promote the Centre as a hub for innovation, business and skills development attracting tenants, clients and the public.
- Proactively identify new ways to support the businesses you work with – for example, developing new tools and training for businesses to engage with.
- Provide 121 support to businesses in the scale up landscape, working closely with your clients, adapting to their needs.

Training and Outreach Activity

- Deliver and facilitate interactive workshops and training to businesses on to support them to adopt digital innovation
- Organise networking events, workshops, and industry collaborations.

Relationship Management

- Develop strategic partnerships with local authorities and industry stakeholders.
- Regularly meet with Stowmarket Innovation Gateway members across all sites as required to discuss any support or tenancy needs.
- Foster an extensive network of support providers and act as an “honest broker,” connecting businesses with those in the ecosystem who could support their growth.
- Engage with local stakeholders including education establishments, think tanks, local councils, and other government bodies.
- Represent Stowmarket Innovation Gateway, Mid Suffolk District Council and Hethel Innovation at a national and international scale at events and meetings, developing relationships with key partners in our region.

Industry Review

- Use your curiosity and knowledge of business to identify industry challenges from a variety of sectors create challenge groups which can be solved by bringing a variety of partners together.
- Conduct desk-based research and write industry articles reporting on key trends in multiple sectors of interest, which businesses in our network can use to steer them towards opportunities for new product development and strategic outlook.

Marketing & Digital Presence:

- Support the Centre Manager with implementing marketing strategies to promote the Centre's offerings.
- Support the Centre Manager with the coordination of social media channels, creating engaging content and growing the Centre's online presence.

Site Cover

- o Working with site team to ensure that there is always cover at the centre. This could mean that you are needed for occasional cover in the instance that there is any evening training delivered.

Person specification	
Qualifications	
Essential	Desirable
<ul style="list-style-type: none"> • Bachelor's degree – business related or relevant digital innovation or AI industry experience 	<ul style="list-style-type: none"> • Sales training • Business qualifications • Marketing qualifications • Engineering or science degree or equivalent qualification
Experience	
Essential	Desirable
<ul style="list-style-type: none"> • Experience delivering strong relationship management with a variety of stakeholders • Running and facilitating large meetings and groups • Project management experience, working closely with a set of targets and objectives and delivering them on time. • Sales and/or customer experience 	<ul style="list-style-type: none"> • Experience in previous roles that support the adoption of new digital technology • Experience running cluster networks or special interest groups • Coaching or consultancy experience • Agile / Scrum experience • Experience coaching and/or mentoring
Skills/Knowledge	
Essential	Desirable
<ul style="list-style-type: none"> • Extensive knowledge of SME growth strategies and the ability to advice and support SMEs. • Self-motivated and result driven, with a focus on delivering high-quality work. • Capable of working independently, creating a pipeline of tasks that will allow you to reach your overarching objectives. 	<ul style="list-style-type: none"> • Design thinking and the Lean Start up Method. • Knowledge of Agile Project Management and how it applies to businesses. • An interest in entrepreneurship and innovation. • Understanding of business clusters and their development. • Good awareness of funding options available to businesses.

<ul style="list-style-type: none"> • Being comfortable and confident leading events and chairing meetings, providing high quality presentations, and training. • Interest in business strategy and business growth. • The ability to learn quickly • Excellent written and verbal communication skills • Complete computer competency • Willingness to learn new skills 	<ul style="list-style-type: none"> • Interest in sustainability.
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Behaviours

<ul style="list-style-type: none"> • Takes pride in their work and strives for excellence • Honesty and integrity • Reliable and flexible • Willing to experiment and test new ideas • Having the courage to lead by example and be open to change

General Information

- The job description details the main outcomes of the job and will be updated if these outcomes change
- All work performed/duties undertaken must be carried out in accordance with relevant HIL policies and procedures, within legislation, and considering the needs of our customers and the diverse community we serve.
- Job holders will be expected to understand what is meant by safeguarding vulnerable groups (children, young people, and adults) and how to raise concerns
- Job holders will be expected to be flexible in their duties and carry out any other duties commensurate with the grade and falling within the general scope of the job, as requested by management
- There will be some element of evening work needed if training is delivered out of office hours. Our Flexible Working Policy will be used in this instance.

The information in this job description is accurate and reflects the requirement of the role:

Line Manager: Stowmarket Innovation Gateway Centre Manager

Position:

Date: 22/09/2025