

**JOB DESCRIPTION AND PERSON SPECIFICATION**

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| Job Title: | Senior Business Improvement & Growth Officer |
| HBC Grade: | **HBC7** |
| Service: |  |
| Division: | **Economy, Enterprise and Property** |

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| **Main Purpose of the Role** |
| * **To lead the management of the commercial property database and the provision of a bespoke property finding service for business.** * **To lead with the provision of support to the Business Improvement & Growth team.** |

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| **Key Duties** | |
| **1**  **2** | To lead with the Business Improvement and Growth Team Property Database. This will include liaising with, in excess of, sixty commercial property agents and landlords active in the Borough to ensure the accuracy of the database and developing new and innovative ways to make the information contained within the database available to both local companies and potential inward investors.  To represent the Lead Business Improvement and Growth Officer as directed with local, regional and national initiatives |
| **3** | To maintain the Council’s presence within the sub-regional ‘Evolutive’ commercial property tracking and CRM system. |
| **4** | To lead with the maintenance of the Business Improvement and Growth Team Client Management Database and manage the distribution of work into sectors. |
| **5** | To manage initial telephone contact officer for all industrial and commercial property enquiries. This will involve an initial analysis of the client’s needs, logging the enquiry into the Council’s clients tracking system, Evolutive. Managing the maintenance of Evolutive to allow the team to carry out searches within the commercial property database. Responding to requests **within three days** of the initial enquiry, together with necessary follow ups by telephone or in person and logging all information in Evoutive. |
| **6** | To lead networking with other departments of the Council on all aspects of Business Improvement and Inward Investment activates. |
| **7** | To arrange, when necessary, site visits to specific properties or development sites for potential investors. |
| **8** | To brief the Lead Officer Business Improvement and Growth Officer, Regeneration Manager, Operational Director and other partners and departments of the Council about specific enquiries when necessary. |
| **9** | To lead with work with other officers of the Council and partners to facilitate individual investment and indigenous company expansion projects. |
| **10** | To participate fully within individual project teams, as directed by the Lead Officer Business Improvement and Growth, to deliver specific ad-hoc projects. For example, the management of specific events for business or the production of business publications. |
| **11** | To lead with the delivery of grant funding programmes which provide grant funding and support to business by assisting in the identifying and checking of relevant information regarding assessments undertaken, systems management  and update briefings to the Lead Officer for Business Improvement and Growth Officer and Regeneration Manager.  **12**. To effectively and proactively implement the Council’s Equal Opportunities policy.  **13**. to effectively and proactively implement the Council’s Health & Safety Policy |
| **14** | Undertake any other duties and responsibilities as may be assigned from time to time, which are commensurate with the grade of the job. |

The Council and its schools are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff, workers and volunteers to share its commitment.

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| **EDUCATION / QUALIFICATIONS** | **Essential** | **Desirable** | **How Identified** |
| * **Educated to NVQ Level 3 or similar level qualification.** | * **Evidence of having undertaken additional skills training relevant to the post.** | All essential qualification certificates must be presented at interview. |

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| **Essential Criteria** | | **How Identified** (delete as appropriate for each criteria) |
| **EXPERIENCE** | **Experience of the commercial property sector particularly liaison with commercial property agents, property owners and landlords including evidence of at least one major recent property-based employment project from concept to fruition or a relocation and / expansion of a large employer where you can evidence your role** | Application / Interview /Assessment |
| **Extensive experience of developing and implementing area based improvement plans or similar.** | Application / Interview /Assessment |
| **Experience of working with businesses and able to track record of delivering programmes and projects** | Application / Interview /Assessment |
| **Experience of managing and analysing large volumes of economic and programme-specific information.** | Application / Interview /Assessment |
|  | **Demonstrate track record of financial and budgetary management.** | Application / Interview /Assessment |
| **KNOWLEDGE** | **A comprehensive understanding of the commercial property sector.** | Application / Interview /Assessment |
| **A firm grasp of industrial area regeneration issues.** | Application / Interview /Assessment |
| **Knowledge of how businesses are motivated and operate,** | Application / Interview /Assessment |
|  | Application / Interview /Assessment |
| **SKILLS & ABILITIES** | **An ability to monitoring performance against agreed targets.** | Application / Interview /Assessment |
| **Highly developed communications skills.** | Application / Interview /Assessment |
| **Understanding of various IT systems particularly database management and CRM systems.** | Application / Interview /Assessment |
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| **Desirable Criteria** | | **How Identified** (delete as appropriate for each criteria) |
| **EXPERIENCE** | **Experience of working in a results driven culture.** | Application / Interview /Assessment |
| **Experience of developing and supporting business groups.** | Application / Interview /Assessment |
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| **KNOWLEDGE** | **Knowledge of local authority standards, procedures and practices,** | Application / Interview /Assessment |
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| **SKILLS & ABILITIES** | **Report writing skills.** | Application / Interview /Assessment |
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| **Other Requirements** | **Essential** | **Desirable** | **How Identified** |
| **Ability to develop and maintain working relationships with partner organisations.** | **Must be adaptable and willing to accommodate changes in working practices.** | Interview / Assessment / Documentation |
| **A willingness to work outside normal office hours if required.** |  | Interview / Assessment / Documentation |
| ***The role will involve regular travel across the borough and sometimes further afield. Therefore, the post holder must have a driving licence and access to a vehicle. Where necessary, reasonable adjustments will be made in accordance with the Equality Act.*** |  | Interview / Assessment / Documentation |
|  | **An acceptance of and commitment to the principles underlying the Council’s Equal Rights Policies/Practices.** |  |  |

Please note: Front line posts with direct customer contact should include a statement detailing the spoken English language requirements of the post.

For office use only:

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| **Date Created:** |  |
| **Agreed by:** |  |

This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility.