

JOB DESCRIPTION



Post title	Economy and Business Service Manager		
Service area	Planning & Regeneration / Economic Development		
Grade	11, points 44 - 47	Hours	37 per week
Responsible to	Chief Officer – Planning and Regeneration		
Responsible for	Market and Events Manager, Economic Development Manager, HIC Centre Manager and Senior Regeneration Officer		
Post holder			
Date issued	February 2020		

VARIATIONS TO STANDARD CONDITIONS OF SERVICE:

1. This is a description of the job as it is constituted at the date shown above. It is the practice of this Authority to periodically examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to them. You will therefore be expected to participate fully in such discussions. It is the Authority's aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.
2. Essential User Car Allowance. A full, current driving licence is required.
3. Work outside normal office hours may be required, including evenings and weekends.
4. This post is politically restricted.
5. A basic DBS check is a requirement of this post.

JOB PURPOSE:

1. The Service Manager will take an active role in delivering the Council's Economic Development Strategy, ensuring support for business growth in key sectors. Ensure, in collaboration with public and private sector partners the appropriate Business Growth support is available in the District, in particular at the Council's flagship business support assets the Harborough Innovation Centre (HIC) , Harborough Grow-on Centre, Market Harborough Market and any further Council Business Support Asset the Council may invest in to enable business growth and development.
2. In doing this it is expected that the post holder will work collaboratively with the Council's services as well as public and private sector partners to maximise both benefits and operational efficiency whilst mitigating the risk of service duplication and maximise operational efficiency. Such activities contribute significantly to the development and delivery of the economic activities within the District and Region.

3. The post holder will ensure that the District's large and medium sized businesses experience and expertise are harnessed and lead on promoting the District's inward investment opportunities. The post holder will have the necessary skills and experience to ensure the robust development of economic regeneration initiatives to support businesses and secure the ongoing viability and economic sustainability of the District's Towns, Villages and rural areas including the countryside.
4. The post-holder will mentor, develop and support staff, ensuring they have the skills and opportunities to ensure a resilient, sustainable and successful economic future for the District. In doing this the post-holder will demonstrate service leadership in adopting the Council's Smarter Services Programme (or any successor) and take a lead in supporting the Council's approach to addressing climate change. The successful post-holder will build active relationships with key funders, business support and trade agencies, other local authorities and relevant departments in the UK Government.

PRINCIPAL ACCOUNTABILITIES:

Corporate

1. To create a team where a culture of excellent customer service is a key focus for all job activities.
2. To challenge and drive performance to create excellent services and reputation for the Council.
3. To ensure the services delivered by the Council are designed to meet the needs of Harborough District's community and customers, removing obstacles and barriers to ensure effective service delivery to the highest possible standards.
4. To actively promote a 'one team approach', showing respect for colleagues on a personal and professional level and work with other organisations and partners in order to deliver service effectively.
5. To grow talent and capability in the team by undertaking all employee appraisals and one to one catch ups in a timely manner and effectively address issues as appropriate.
6. To work with Heads of Service in developing, implementing and reviewing robust management systems, policies, processes and infrastructures to effectively and efficiently deliver service objectives.
7. To use corporate systems to make decisions in line with the Council's policies, ensuring that financial and corporate governance controls are implemented, whilst seeking areas for ongoing improvement.
8. To make a positive corporate contribution, including contributing to or leading on corporate projects and initiatives which may cross cut service areas
9. To work effectively with elected members, providing high quality professional advice and relevant support as appropriate.
10. To investigate and respond to complaints and apply lessons learned from these to the services.
11. To demonstrate the Council's management competencies as set out within the Competency Framework– leadership, managing performance, developing talent, managing resources, communicating with the team, managing change and acting with integrity and customer focus (to at least a level 3) – to ensure that leadership is provided in a purposeful and positive way.

12. To develop, manage and review resilient business continuity arrangements.
13. To ensure that all activities and ways of working build upon the Council's positive approach to equality and diversity.
14. To assist in the emergency planning process, utilising your resources as appropriate in both planning ahead to try and reduce the impact of an emergency situation and also responding in the event of an incident.

Economy & Business Services

1. To be responsible for the strategic development and delivery of economic development programmes to support business growth and development across a variety of sectors across the District;
2. To lead the services available at the Harborough Innovation Centre (HIC) and ensure consistent business support is available to those eligible businesses tenanted at the HIC, Harborough Grow-On Centre, Market Harborough Market, any future Council Economic Development Asset and to businesses in Harborough District;
3. To play a key role in the employment and workforce skills agenda for the benefit of talent attraction and business growth across the District;
4. To collaborate with internal and external partners in order to develop innovative programmes to deliver economic growth outcomes;
5. To take forward existing development and business growth plans and lead the development of new delivery plans, working in partnership with other public and private sector organisations;
6. To set the strategic direction for the service, with the skills to gain and maintain the support of customers, businesses, Elected Members and colleagues as well as the service;
7. To lead the development and implementation of the Council's economic regeneration initiatives in partnership with internal colleagues, partners and external bodies;
8. To instruct and seek the necessary resources in developing sound business cases and commission the necessary resources to deliver the Council's agreed plans;
9. To direct the day-to-day operation of the service, motivating, managing and training individual members of staff to realise their potential.
10. To be accountable for seeking external match funding for the Council's Economic Development initiative by ensuring there is the skill within the service to prepare and write robust funding applications and bids;
11. To ensure the service has the expertise and ability to produce the necessary business cases in order to readily respond and seek external funding for key economy and regeneration priorities;
12. To be responsible for a budget and to monitor and manage all financial aspects of the services the post is responsible for;
13. To effectively manage, either directly or through excellent contract management, frontline service operations, delivering a high level service;

14. To represent the Council at strategic Economy and Regeneration related meetings;
15. To work closely with the region's Enterprise Agency, which is currently the LLEP (Leicester and Leicestershire Enterprise Partnership), and other key partners to identify possible sources of external funding and work with partner agencies and consortia to develop and submit appropriate funding applications for the benefit of the Harborough District's community thereby creating new business opportunities;
16. To manage key projects on behalf of the Council, including developing appropriate commercialisation projects and business planning documentation, implementing agreed plans and monitoring key projects and achieving the desired outcomes agreed by CMT;
17. Report to and attend as required meetings of the Council, Cabinet, Scrutiny Panel and Committees in order to ensure timely decision making processes in compliance with the Council's Constitution. Develop and maintain effective working relationships with elected members;
18. To write reports, highlight reports, team plans and any other relevant documentation;
19. Support the Smarter Services Programme, to engage staff and other stakeholders in improving service design, digitising services and delivering services more effectively;
20. To identify and manage risk, ensure data quality standards are met and continually identify ways in which the service could be provided more efficiently;
21. Through professional development and networking, to keep informed of best practice, relevant legislation, procedures and standards, and ensure the achievement of service quality improvements accordingly whilst taking an active role in the overall management of the service;
22. To provide high quality professional advice to other Officers and the Council's Executive on all policy matters for which the post is responsible;
23. Support the successful implementation of local, regional and national campaigns in accordance with council policy;

Other

1. To uphold and display the HDC behaviour competency framework to at least level 3.
2. To ensure compliance with all Council policies and statutory requirements and guidance in relation to Equality and Diversity, Equal Opportunities, Health and Safety, Safeguarding and Communication and involvement policies.
3. As a term of employment the post holder may be required to undertake other such duties as may reasonably be required of you in the post and department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments at any of the Authority's establishments

Health and Safety

1. To be familiar with and at all times comply with:
 - the Council's general health and safety policy;
 - the Council's specific health & safety policies and procedures as detailed;
 - in the Council health and safety policy documents, and;
 - local department specific health and safety procedures as amended or added to from time to time.

2. To report any unsafe practice, accident, incident, dangerous occurrence or hazard found during the course of your work to your line manager for action.
3. To take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work. To maintain Personal Protective Equipment and to report any PPE that is defective.
4. To co-operate with all staff and members of the authority so far as is necessary to enable all health and safety requirements to be performed or complied with.
5. To ensure anything provided in the interests of health, safety or welfare is not intentionally or recklessly interfered with or misused.

Safeguarding

1. To carry out our legal and moral responsibility to report any safeguarding concerns involving adults and children, ensuring the recording of relevant information and passing it on to a Designated Safeguarding Officer's (DSO) or, in the absence of a DSO, personally making the referral in line with the Council's Adult and Children's Safeguarding Policy.
2. To undertake Safeguarding Training to Gold Level.

PERSON SPECIFICATION – Economy & Business Service Manager

Criteria	Attributes	Essential	Method of Assessment	Desirable	Method of Assessment
Qualifications	A relevant degree or equivalent (Business, Economics, Surveying, Planning)	✓	A/E		
	Commitment to and record of continual professional development	✓	A/E		
	Project Management Qualification (may be as part of a degree or post graduate)	✓	A/E		
	Willingness to undertake a formal coaching qualification (e.g. ILM Level 5 in coaching and mentoring),	✓	A/I		
	Full valid driving licence and access to a suitable vehicle	✓	A/E		
	Membership of a recognised professional body			✓	A/E
	Recognised professional coaching qualification			✓	A/E
	Recognised professional Leadership or Management qualification			✓	A/E
	PRINCE 2, or similar, project management training and experience			✓	A/E
Experience	Extensive experience in the planning, and delivery of regeneration and economic development initiatives	✓	A/I		
	Local Government or related experience at a similar level to this post	✓	A/I		
	Partnership working to deliver successful projects	✓	A/I		

	Broad experience of working with businesses and communities	✓	A/I		
	Substantial experience as a line manager at a senior level in a relevant service, including evidence of successfully managing staffing issues, including recruitment and appraisal	✓	A/I		
	Experience and knowledge of Health and Safety requirements in a relevant environment	✓	I		
	Sound experience of financial planning, analysis and control of major budgets	✓	A/I		
	Experience of planning projects, and business case development	✓	A/I		
	Experience of working in a political environment	✓	A/I		
	Experience of working in a performance led environment	✓	A/I		
	Experience of presenting complex information to a wide range of audiences	✓	I		
	Experience of using MS Office to intermediate level (word processing, database establishment and maintenance, presentation packages, email/internet)	✓	A/I		
	A successful track record of seeking and obtaining external funding	✓	A/I		
	Track record in developing and maintaining strategic partnerships	✓	A/I		
	A commercial outlook or experience in the private sector	✓	I		
	Previous involvement in developing business services, including objective setting, performance monitoring and trading account management			✓	A/I

Knowledge	Knowledge of Regeneration and Economic Development services	✓	A/I		
	Sound knowledge and a successful track record of service areas covered by this post	✓	A/I		
	Good understanding of relevant external funding regimes	✓	A/I		
	Knowledge of the local economy and businesses	✓	I		
	Policy and procedure formulation and development	✓	A/I		
	Sound knowledge and experience along with a successful track record of developing and bringing together regeneration schemes	✓	A/I		
	Sound knowledge of effective project management techniques	✓	A/I		
	An understanding of the key issues facing local government	✓	I		
	Good understanding of Customer Care issues, particularly in relation to the service	✓	I		
	Sound understanding of the contribution that ICT can make toward efficient/effective service delivery	✓	I		
	Knowledge of the roles and responsibilities of Local Government and other public agencies in relation to economic development and regeneration			✓	A/I
	Knowledge and experience of Local Government Finance and Financial regulations			✓	A/I
	Understanding of Human Resources processes and Health and Safety matters			✓	A/I
	Understanding of media management			✓	A/I

Skills	Effective leadership and management skills and the ability to effectively delegate work responsibilities	✓	A/I		
	Ability to analyse and successfully present complex information to a wide audience via a range of media and formats	✓	A/I		
	Politically astute	✓	A/I		
	Ability to manage conflicting demands, meet deadlines and work as part of a team	✓	I		
	Ability to work logically, methodically and analytically	✓	I		
	Commitment to team work as a means of goal achievement and able to demonstrate experience and success in this field	✓	I		
	Ability to motivate and inspire as a means of goal achievement and able to demonstrate experience of success in this field	✓	I		
	Ability to think strategically and contribute to strategic development	✓	A/I		
	Flexibility to deal with change	✓	I		
	Demonstrate honesty, openness and Integrity	✓	I		
	Personal resilience and ability to manage competing priorities in a high pressure environment,	✓	I		
	Tact, diplomacy, creativity and political awareness/sensitivity,	✓	I		
	Self-motivation, confidence, tenacity and enthusiasm'	✓	I		
	Team player and team leader	✓	I		

	Ability to apply innovative thinking and judgment to initiate and support change, to take action, to meet targets and achieve desired outcomes	✓	I		
	Numeracy and demonstrable ability to analyse statistical data	✓	I		
	Proven skills in successful negotiation with the public, other professionals/sectors and with other local authority services	✓	A/I		
	Excellent written and oral communication skills, including report writing and effective presentation of complex issues to a wide audience	✓	A/I		
	Ability to promote the District's economy	✓	I		
	Partnership working skills	✓	A/I		
	Project management skills	✓	A/I		
	The ambition and drive to motivate and work with others in an enthusiastic and determined way to create a flagship service	✓	I		

Assessment Legend	A= Application	I= Interview	T = Test or Assessment	E = Evidence (e.g. certificate)
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