

JOB DESCRIPTION

SERVICE:	Development
JOB TITLE:	AeroSpace Cornwall Business Development Coordinator
RESPONSIBLE TO:	AeroSpace Cornwall Business Development Manager
FUNDED BY:	European Regional Development Fund and Cornwall Council
SUPERVISORY RESPONSIBILITY:	None

KEY RELATIONSHIPS:

Internal:	Members of the AeroSpace Cornwall team, Heads/Managers of other CDC business/activity areas and employees e.g. Cornwall Trade and Investment
External:	Clients/Customers of AeroSpace Cornwall Key partners and stakeholders Suppliers and contractors

MAIN PURPOSE OF THE JOB:

To support the AeroSpace Cornwall Business Development Manager through the delivery of a comprehensive and effective administrative function that contributes to the successful and professional delivery of this project.

Particular responsibility will be required for Zoho CRM and Zoho Marketing tools to enable the businesses engaged on the AeroSpace Cornwall to be tracked and supported effectively.

Additional responsibility for assisting businesses engaged on Market research when attending conferences and events.

KEY TASKS:

Service delivery

- Assisting the BDM managing the businesses through the grant and business support programme. This includes working directly with the business community.
- Reporting on progress of business progress and supporting BDM with monitoring the pipeline
- Coordinating with the businesses who are receiving market research event support. This can include international travel to events
- Coordinating the events, including keeping the events plan up to date
- Managing the Zoho CRM for the AeroSpace Cornwall team and working with other teams at CDC to make sure it is used more widely.
- Maintain client files and project database including CRM input and reporting
- Purchasing administration for the aerospace Cornwall team mainly related to Business Development and Marketing activities
- Prepare meeting and other reports, minute AeroSpace Cornwall meetings, collate information and distribute accordingly to support Project governance and audit requirements as required
- Ensure that the ERDF cross cutting themes of Equality & Diversity and Sustainability are delivered and promoted, acting as the responsible officer.

Relationship management

- Assist Business Development Manager with maintaining ongoing relationships with business community
- Develop and maintain strong relationships with potential and existing business in furtherance of capturing new and additional business investment in RD&I
- Represent the project and CDC at relevant meetings and events

Service development

- Supporting the Programme Director with activities that related to growing the space and innovation clusters in Cornwall. This includes desktop research into capabilities of the business community involving speaking to and understanding the business and internet search.
- Supporting the Marketing Manager with campaigns, proof reading, timings, scheduling and with 3rd party PR and Design agencies.

Technical

- Develop knowledge of the space, digital and aerospace sectors in order to be able to respond professionally and with confidence to enquiries
- Develop an understanding of ERDF systems and processes in order to ensure that the project is delivered in a fully compliant manner

Leadership & management

- Work with the other designated CDC staff to ensure compliant delivery of the programme, including state aid observance, sound record-keeping and full audit trail

Performance reporting & management

- Monthly and Quarterly reporting for Programme Director

Resource management

- Be responsive at all times to the demands of businesses
- Manage own time so that it is efficient and effective
- Ensure robust financial and performance/output records are maintained for all areas of the AeroSpace team's activity
- Operate within any agreed expenditure limits, ensuring that value for money is achieved and that all spending is within budget

KEY RESULT AREAS:

- Manage the Zoho CRM within the team so that all of the AeroSpace team are using the tool, as well as ensuring that any additional features or issues are requested from and delivered by the third-party contractor of Zoho.
- Personal contribution to a highly motivated team which delivers a high quality, impactful and audit issue-free service
- Supporting a high-quality market research service leading to the successful delivery of AeroSpace Cornwall business support and contributing to the delivery of the wider AeroSpace Cornwall programme
- Maintain accurate records of all contact with businesses
- Efficient coordination of AeroSpace Cornwall team purchasing activity

PERSONAL & TEAM RESPONSIBILITIES:

- Provide a good role model for other members of staff
- Project a positive image to internal and external contacts and customers
- Demonstrate the CDC's culture, values and behaviours:
 - achieving excellence
 - valuing ourselves and others

- showing personal leadership
 - being passionate about what we do
 - committed to a low carbon future for all
- Take responsibility for own self-development on a continuous basis.
 - Participate actively and positively in the effective matrix management of activities across the CDC
 - Display strong customer and commercial focus towards the delivery of all commissioned work, supporting the identification and securing of additional funding or contract opportunities
 - Carry out responsibilities with due regard to the UK Data Protection Legislation and the General Data Protection Regulation (GDPR)
 - Carry out responsibilities with due regard to the Company's Equal Opportunities Policy and Sustainable Development Policy
 - Work at all times within the code of the Health & Safety Act

This job description is not comprehensive or exclusive and duties may be varied from time to time, but these will not change the general character or level of responsibility of the job. This job description and your performance will be regularly reviewed with you.

Good communication and organisation skills as well as self motivation and self confidence will remain essential qualities to fulfil this role.

In addition to fulfilling this specific role, you may occasionally be required to make your abilities available to help meet related business needs of the Company in your own or other departments. This would only be required if authorised by your Manager and subject to confirmation that precedence is given to your normal duties

Date last reviewed: September 2020

Approved by manager:

Evaluated by CDC HR:

Agreed with post holder:

Date Personnel informed:

PERSON SPECIFICATION

SERVICE: Development
SECTION: AeroSpace
JOB TITLE: **AeroSpace Cornwall Business Development Coordinator**
EXPERIENCE

Essential	Desirable	How identified
<p>Understanding of demands of administering an ERDF project</p> <p>Experience of managing CRM use</p> <p>Experience in at least one of Marketing, Sales, or Event planning</p> <p>Excellent organisational, administrative and planning skills</p> <p>Experience of managing and updating data sources</p> <p>Ability to work well within a small team environment and with external contacts</p>	<p>Experience of organising diaries and travel requirements of a busy team</p> <p>Demonstrable experience in a client management role</p> <p>Procurement experience</p> <p>Experience of creating copy and text for PR material</p>	<p>Application form / CV</p> <p>Interview</p> <p>References</p>

EDUCATION & TRAINING

Essential	Desirable	How identified
<p>NVQ 4 or degree and/or equivalent relevant professional qualification</p>	<p>Hold or be working towards a relevant sales or marketing professional qualification</p>	<p>Application Form / CV</p> <p>Certification</p>

BEHAVIOURS

Essential	Desirable	How identified
<p>Enthusiastic and positive approach</p> <p>Resilience and adaptability</p> <p>A highly motivated self-starter</p> <p>Good team player</p>		<p>Application form / CV</p> <p>Interview</p> <p>References</p>

KNOWLEDGE & SKILLS

Essential	Desirable	How identified
<p>A basic understanding of the digital and engineering sector and the opportunities it presents Cornwall and the Isles of Scilly</p> <p>Ability to focus on and deliver project and contract outcomes</p> <p>Excellent written and communication skills, including minute taking</p> <p>Good research skills and the ability to assess and interpret data</p> <p>Ability to compile information, format and present in an effective way</p> <p>Ability to problem-solve creatively in furtherance of project execution</p> <p>An understanding of business issues</p> <p>IT Literate including Microsoft Office applications and web-based technologies (social media)</p>	<p>A basic knowledge of business support organisations both locally and nationally</p> <p>Knowledge of social media techniques in a communications/business context</p>	<p>Application form / CV</p> <p>Interview</p> <p>References</p>

ANY ADDITIONAL FACTORS

Essential	Desirable	How identified
<p>Ability and willingness to travel throughout the county</p> <p>Some flexible working outside normal office hours may be required</p>	<p>Ability and willingness to travel to national and international events</p>	<p>Application form / CV</p> <p>Interview</p> <p>References</p>