



## JOB DESCRIPTION

<b>DIRECTORATE:</b>	Business & Skills
<b>SECTION:</b>	BIG Productivity
<b>JOB TITLE:</b>	BIG Productivity Office Manager
<b>RESPONSIBLE TO:</b>	BIG Productivity Assistant Programme Manager
<b>FUNDED BY:</b>	European Regional Development Fund (ERDF)
<b>SUPERVISORY RESPONSIBILITY:</b>	n/a

### KEY RELATIONSHIPS:

External:	Programme Steering Group, Approval panels, delivery channels (including Cornwall Growth Hub, Cornwall Chamber, Sector Groups and other delivery agencies), growth and growth potential businesses across Cornwall
Internal:	BIG Productivity team, other units of Cornwall Development Company

### BIG PRODUCTIVITY:

BIG Productivity is an investment programme for small and medium enterprises funded by the European Regional Development Fund and delivered by Cornwall Development Company. The programme's aims are raising the productivity levels in the region and supporting businesses with national and international opportunities. We offer a hands-on approach to our applicants and have high expectations of the levels of customer service offered by all team members. The team is small, well organised and hard working. If you are a highly efficient, organised people person we want to hear from you. In return we offer an exciting job where you get to engage directly with local businesses making a real difference to Cornwall's economic development. The role is challenging involving juggling multiple projects whilst maintaining high levels of administration. In return you will work with a dynamic and diverse business community, build exciting and engaging relationships with partner organisations and see first-hand the amazing innovation Cornwall has to offer.

### MAIN PURPOSE OF THE JOB:

- To deliver the ESIF-funded BIG Productivity Programme working in collaboration with the Cornwall Growth Hub, Oxford Innovation, Cornwall Chamber, Sector Groups and other providers of ESIF-funded business support products, services and infrastructure.
- To support the Team, the Appraisal Panel and applicant businesses through the delivery of a comprehensive and effective administrative function which contributes to the successful and professional delivery of this project.
- To support the Contract Management (Reporting) and Claims & Audit workstreams with the gathering and filing of required administration and evidence
- To provide a first point of contact for BIG Productivity through phone, email, website and social media from our office in Pool, ensuring the efficient and effective onward passage of information.



## KEY TASKS:

### Service delivery

- Provide organisational, secretarial and administrative support to ensure efficient coordination of the BIG Productivity Programme across Cornwall;
- Working with the Team, implement the Programme's business plan and manage its resources within agreed budget and time parameters, ensuring that the Programme is extended across the whole of mainland Cornwall;
- Promote the ERDF investment in the BIG Productivity Programme and the role that the BIG Productivity Programme plays in contributing to the overall delivery of the ESIF business support strategy;
- Provide support to both the team and businesses to enable the BIG Productivity Programme to comply with EU regulations regarding publicity and communications (including the use of the ERDF logo) and EU eligibility and procurement rules;
- Contribute to the delivery and promotion of the ERDF cross cutting themes of Equality & Diversity and Sustainability;
- Provide meeting secretariat where required (including minute taking) and ensure actions are highlighted, communicated and progressed;
- Assist with PR and communication activities including assistance with the production of press releases and subsequent enquiries and organising events (ensuring compliance with EU regulations i.e. logo usage);
- Assisting with checking applications and claims to ensure they are of high quality when passed to the Business Engagement Coordinator (BEC) for processing;
- Maintaining the project CRM system relating to communications and support for SMEs
- Provide office cover during working hours to ensure that a BIG Productivity presence is always available for enquiries and queries from both internal and external agencies.

### Relationship management

- Work via the Cornwall Growth Hub with other business support services to develop and implement strategies to maximise the reach of the BIG Productivity Programme through a programme of targeted activity;
- Build, develop and maintain relationships with key stakeholders in all sectors to promote and develop the work of the project;
- Represent the project and CDC at relevant meetings and events to develop opportunities for new partnerships and/or business;
- Work with potential beneficiaries to establish eligibility, sound propositions and project specifications for investment by the programme;
- Maintain ongoing relationships with beneficiaries to monitor impact of the investment and to encourage further self-investment.

### Service development

- Co-ordinate with ESIF and other business support partners (including other/private sector providers of finance) on client opportunities in an effort to maximise the impact of (public sector-funded) business support activity for the benefit of the target businesses;
- Draft case studies of businesses who have benefitted through the Programme for internal approval and publication
- Under the direction of the Programme Manager, manage the conduct of the marketing contract and web content;
- Organise and coordinate BIG Productivity events;
- Support cross-cutting project or team development activities as required enhancing the performance of the ESIF Programme and CDC.

### Technical

- Put into place administrative processes to ensure that data supplied from businesses is captured and entered into both CDC's CRM system and the Programmes summative assessment.



- Provide advice and support to internal colleagues on administrative systems and associated software and ensure best practice is implemented in relation to EU requirements, Company policies and associated legislation;
- Provide support to potential applicants to facilitate the application process;
- Maintain up-to-date professional knowledge of relevant policy changes, industry and market trends to ensure deliverables are high-quality and aligned with best practice.

### **Leadership & management**

- Lead the establishment and delivery of the administration function for the BIG Productivity Team;
- Maintain an effective working relationship with CDC's Programmes Team;
- 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**

- Maintain all internal files and data in accordance with audit requirements and Company practices;
- Support the monitoring and reporting on outputs and outcomes as required by funders or other stakeholders by maintaining accurate records of programme activity and client files.

### **Resource management**

- Be aware of procurement of third-party service providers for elements of the Programme which are to be sub-contracted, maintaining compliant records in all cases;
- Operate within any agreed expenditure limits, ensuring that value for money is achieved and that all spending is within budget.

### **Customer feedback**

- Provide written responses to enquiries or complaints for approval by senior staff
- Support the commissioning and production of annual client survey and external evaluation.

### **KEY RESULT AREAS:**

- Achievement of the underlying business plan and satisfaction of the requirements of the ESIF Funding Agreement in every respect;
- The provision of high-quality administrative, organisational and secretarial support service;
- Efficient coordination and delivery of events;
- Maintain project records for any subsequent audit and ensure the CRM is both compliant and current, ensuring that CDC's Policies and Procedures are being adhered to;
- Develop strong working relationships with a range of other business support agencies that are critical to the success of this project in terms of accessing suitable clients;
- Personal contribution to a highly motivated team which delivers a high quality, impactful and audit issue-free service.

### **PERSONAL & TEAM RESPONSIBILITIES:**

- Provide a good role model for staff and trainees and project a positive image to internal and external contacts and customers.
- Demonstrate the Company'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.
- Carry out responsibilities with due regard to the Data Protection Act and current Data Protection Policy.
- Carry out responsibilities with due regard to the Company's Equal Opportunities 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:**

**June 2021**

**Approved by manager:**

**Approved by HR evaluation panel:**

**Agreed with post holder:**

**Date Personnel informed:**



## PERSON SPECIFICATION

**SERVICE:** Business  
**SECTION:** BIG Productivity  
**JOB TITLE:** BIG Productivity Office Manager

### EXPERIENCE

Essential	Desirable	How identified
<p>Excellent organisational, administrative and planning skills</p> <p>Well-developed communications skills</p> <p>Experience of managing data sources</p> <p>Ability to work well within a small team environment and with external contacts</p> <p>IT Literate with experience with MS Office tools, especially Word, Outlook and Excel</p> <p>Demonstrable track record of success in previous assignment(s)</p> <p>Experience of working in a busy and deadline-driven environment</p> <p>Experience of dealing with customer phone and email queries and responding/escalating</p> <p>Ability to develop and sustain effective partnerships with professionals from other business support agencies</p>	<p>Understanding of demands of administering an ERDF project</p> <p>Experience in delivering presentations and communicating to business audience.</p>	<p>Application Form / CV</p> <p>Interview</p> <p>References</p>

### EDUCATION & TRAINING

Essential	Desirable	How identified
NVQ4 or comparable qualification or experience	SFEDI accreditation or equivalent	<p>Application Form / CV</p> <p>Certification</p>

**BEHAVIOURS**

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

**KNOWLEDGE & SKILLS**

Essential	Desirable	How identified
Ability to focus on and deliver project and contract outcomes  Ability to problem-solve creatively in furtherance of project execution  An understanding of business issues		Application Form / CV  Interview  References

**ANY ADDITIONAL FACTORS**

Essential	Desirable	How identified
Fully competent in the use of ICT including the main Microsoft packages  Some flexible working outside normal office hours may be required		Application Form / CV  Interview  References