

JOB DESCRIPTION

SECTION: Cornwall & Isles of Scilly Growth Hub (CIOSGH)

JOB TITLE: **CIOSGH Project Co-Ordinator**

RESPONSIBLE TO: CIOSGH Operations Director

FUNDED BY: BEIS/CIOS LEP

SUPERVISORY RESPONSIBILITY: BEIS Business Connectors
BEIS Business Navigator
BEIS Reporting and Admin Assistant

KEY RELATIONSHIPS:

Internal: CIOSGH Operations Director, CIOSGH Management Team, CIOS Staff Team, Cornwall Development Company staff

Council: Council Staff- Economic Growth Team, Business Regulation Teams

External: Cornwall & Isles of Scilly Local Enterprise Partnership staff and board members; potential and existing growth businesses; providers of services to which businesses will be introduced – both public sector/ESIF-funded and from the private sector, including accountants, banks, colleges and other providers

MAIN PURPOSE OF THE JOB:

- Work with the Hub Management Team to manage, develop and drive a high-quality, client led service across the BEIS Project Team as per agreed performance targets and develop mitigation plans where necessary. This will be predominantly remote working.
- Using smart tools (such as the Beauhurst database) develop an outbound and targeted client contact strategy
- To seek operational efficiencies and innovative approaches in the project to create capacity for delivery of the service as required to match demand and exceed targets
- To manage all areas of the delivery of BEIS Funded Peer Networks Project and delivery subcontractors
- To carry out compliant procurement and contract management as required for delivery of the project
- To ensure the team has a culture of 'added value' to the client through expert knowledge and customer service excellence.
- To manage, monitor and audit performance of team to ensure project outputs are delivered and balance meeting targets with a compliant & quality client led service
- To report on performance as necessary and fully understand the reporting processes to funders, stakeholders etc in line with audit and GDPR requirements.
- To deliver excellent customer satisfaction and take corrective action where appropriate
- To ensure workstream team knowledge is up to date in relation to providing information to businesses to help them grow

KEY TASKS:

Service delivery

- Manage the BEIS funded team to ensure compliance and high performance in line with GDPR and reporting requirements, and full cover of service.
- To effectively manage the BEIS Peer Networks Project and report outcomes as required
- Seek and develop synergies across the Hub to ensure a fully seamless, client centred focus
- To work with Operations Director to agree performance levels and report as such on a regular basis.
- Ensure client data and correspondence is accurately recorded and maintained on the CRM to be GDPR and audit compliant
- To 'sell' and Market service to potential clients and users of the full Hub service
- To 'flex' activity in line with demand and manage diaries effectively to be able to efficiently operate the service
- Use the technology within the Hub (CRM/Beauhurst etc) to effectively target growth clients and ensure businesses are aware of support offer across CIOS and beyond.

Relationship management

- Ensure teams builds effective relationships with clients to ensure service is of highest level.
- Represent the CIOGSH at external events as required
- Ensure team develops and maintains strong personal relationships with other business support providers (local, national and international) professionals/providers to ensure positive and effective outcomes for clients and services
- Ensure team has in-depth, current and detailed knowledge of full range of businesses support.
- Ensure team builds, develops and maintains high level relationships with key local, national and international stakeholders within the private sector to promote and support the work of the CIOGSH and to co-opt support from other professionals active in related markets (accountants, banks, commercial property agents, Cornwall Chamber of Commerce, FSB)
- Effectively manage all client data to ensure full compliance with GDPR, audit and reporting as required.

Service development

- Ensure the team develops a level of sector specialist expertise to facilitate the targeting of businesses to ensure relevant knowledge and credibility
- Manage the development and implementation of strategies to access clients who have not previously enjoyed public sector business support with a view to growing the market
- Develop an outbound and targeted service using available technology
- Share knowledge and expertise with potential private sector partners and potential clients in order to identify and access additional client relationships, especially with harder to reach businesses

Technical

- Share technical knowledge and expertise with the wider team and other stakeholders, including clients, on the role of the CIOGSH, eligibility criteria and processes
- As a large percentage of client enquiries relate to funding, maintain up-to-date professional knowledge of business support initiatives to ensure professional/industry credibility at all times
- Ensure that best practice (as set out in CIOGSH operations policy) is exhibited at all times
- Undertake procurement for services as required.

Leadership & management

- Manage team members to ensure that resources are aligned with priorities and that agreed outcomes and targets are delivered

- Set targets (with Hub Operations Manager) for team, monitor progress and report as required (Weekly/Quarterly as agreed) to Hub Management Team
- Manage assigned project teams on complex and high-profile areas of project activity
- Mentor, advise and guide other more junior staff as required

Performance reporting & management

- Ensure that team records business base data accurately on the Hub CRM and is fully and accurately updated upon subsequent interventions with the client
- Monitor and report on outputs and outcomes as required by funders, Cornwall Council and other stakeholders
- Responsibility for the maintaining of all internal files and data for allocated clients in accordance with audit and reporting requirements and adopted Hub practices ensuring that the project passes scrutiny from all internal and external audit reviews and evaluations
- Work with the Hub Management Team to audit client data for performance and ensure data is of high quality for reporting purposes.

Resource management

- Manage BEIS funded facing team to ensure targets are met and project is compliant
- Manage any allocated budgets, ensuring that spend is effective, value for money is achieved and risks are managed
- Ensure team manages their time with clients so that it is efficient
- Seek operational efficiencies and innovation to ensure service is delivered efficiently and able to 'flex' with demand

Customer feedback

- Manage the customer feedback systems so that clients have the opportunity of influence service improvement initiatives- and feedback is acted upon
- Provide written responses to enquiries or complaints as required, seeking approval from the Hub Operations Director or Head of CDC Corporate Services for the most contentious or high-profile matters
- Approve written responses to enquiries or complaints as required

KEY RESULT AREAS:

- Managing and ensuring excellent performance of BEIS Funded team and Peer Networks project in line with agreed targets.
- Managing the relationships with key business support providers
- Managing the provision of a high-quality service that meets the needs of clients in terms of facilitating their access to growth services, whilst performing at a high level and mitigating risks.
- Management and development and maintenance of an expert level of knowledge and expertise amongst the team
- The monitoring and management of timely and accurate reporting of work via the Hub CRM
- Contribution to growing the market for business support by demonstrating its effectiveness

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 Hub 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 professional and personal development on a continuous basis.



- Participate actively and positively in the effective management of activities within the team and across the Company
- Display strong customer and commercial focus towards the delivery of all work
- Support the identification and securing of additional funding opportunities
- Carry out responsibilities with due regard to the GDPR
- Carry out responsibilities with due regard to the CDC's Equal Opportunities Policy and Environmental Policy as adopted by CIOSGH
- 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 CIOSGH 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: April 2021

Approved by manager:

Evaluated by CDC HR:

Agreed with post holder:

Date Personnel informed:

PERSON SPECIFICATION

DIRECTORATE: Business

SECTION: Cornwall & Isles of Scilly Growth Hub

JOB TITLE: Project Co-Ordinator

EXPERIENCE

Essential	Desirable	How identified
<p>Wide experience of managing teams</p> <p>Significant experience of monitoring team performance and ability to take corrective action where necessary</p> <p>Significant experience of working at a senior level in or with SMEs</p> <p>Significant experience of business support programme/project delivery</p> <p>Strong insight into all aspects of the operation of an (SME) business</p> <p>In-depth understanding of business and commerce, economic drivers</p> <p>Good experience of procurement and contract management</p>		<p>Application form / CV</p> <p>Interview</p> <p>References</p>

EDUCATION & TRAINING

Essential	Desirable	How identified
Degree and/or professional qualification in a relevant discipline	Membership of an appropriate professional body, eg SFEDI	<p>Application form / CV</p> <p>Certification</p>

BEHAVIOURS

Essential	Desirable	How identified
<p>Highly developed client relationship competencies</p> <p>A track record of success in business and management</p>	Politically aware with the ability to influence outcomes with diplomacy	<p>Application form / CV</p> <p>Interview</p> <p>References</p>

<p>Passionate about business and Cornwall</p> <p>A credible ambassador for business in Cornwall and the Cornwall & IoS Growth and Skills Hub</p> <p>Articulate, dynamic, energetic and delivery focussed</p> <p>Able to build effective and productive working relationships at a senior management level</p> <p>Innovative thinker at a practical and strategic level</p> <p>Ability to forge successful partnerships with organisations in both the public and private sectors</p>		
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KNOWLEDGE & SKILLS

Essential	Desirable	How identified
<p>Up-to-date professional knowledge of business support initiatives</p> <p>Strong project management skills</p> <p>Ability to focus on and deliver project outcomes</p> <p>Excellent interpersonal and team working skills</p> <p>Ability to have (sometimes) difficult conversations with business owners</p> <p>Excellent report writing & presentation skills</p> <p>Enhanced networking skills</p>	<p>Good knowledge of Cornwall and its economic, business and social context</p> <p>Knowledge of European and national funding structures and programmes</p>	<p>Application form / CV</p> <p>Interview</p> <p>References</p>

ANY ADDITIONAL FACTORS

Essential	Desirable	How identified
<p>Fully competent in the use of ICT including the main Microsoft Office packages, CRM systems and online databases</p> <p>Some flexible working outside normal office hours may be required</p>		<p>Application form / CV</p> <p>Interview</p> <p>References</p>