

Job Description

Post Title	Team Manager - Business Engagement & Account Management
Job Evaluation	N10077
Grade	13
Service	Regeneration, Economy & Growth
Service Area	Inclusive Growth & Partnerships – Business Durham
Reporting to	Business Growth Director
Location	Your normal place of work is Salvus House, Aykley Heads, Durham, but you may be required to work at any Council workplace within County Durham
Disclosure and Barring Service (DBS)	This post is not subject to a disclosure.
Flexitime	This post is eligible for flexitime
Politically restricted	This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State

Description of role

The post holder is required to manage the business engagement and account management service for Business Durham, including reviewing approaches, identifying and refining target lists of companies, developing and managing portfolios of companies, relationship building and engagement, and providing proactive services to businesses in County Durham in order to further their development and growth.

The post holder will be responsible for developing and maintaining knowledge of the key sectors in the County, and establishing strong relationships with external organisations and partners to support the growth of County Durham businesses. The post holder requires multi-disciplinary project management skills to support expansions and relocations within the County.

Duties and Responsibilities

- Account managing a portfolio of companies, which may be determined by geographic area, strategic importance or sector, including developing relationships with senior management within the companies and maintaining regular contact.
- Assessing commercially sensitive business intelligence and reporting to government departments, MPs, government overseas embassies and the senior leadership team, submitting company briefings to the Director of REG and Chief Executive as required, including MP correspondence.
- Providing appropriate advice and support to businesses in County Durham, including signposting to other relevant business support organisations as required.
- Providing intensive assistance to businesses, as appropriate, to enable them to further their development and growth plans in County Durham, including engaging relevant departments of the County Council, such as Planning and Corporate Property & Land.

- Liaising with relevant County Council departments to ensure businesses receive the information and support they require in a timely manner, and to enable the Council to take account of business needs in the development of a variety of policy areas such as education, transport and planning.
- Ensuring ongoing engagement with businesses and business organisations, including supporting business park communities and other business networks
- Establishing and building strong relationships with the key organisations involved in supporting business growth regionally and nationally, including business support providers, universities, government bodies, centres of excellence and sector bodies.
- Developing and maintaining knowledge of the key sectors in the County, and keeping up to date on factors affecting the economic and innovation landscape for businesses.
- Contributing to the strategy for business engagement and account management, including refining target lists of companies and reviewing portfolios as required, working closely with the Business Growth Director.
- Participating in, and where appropriate leading on, internal and external teams dealing with major projects, investment enquiries or business rescues, including administrations and management buy-outs.
- Managing a co-ordinated response from the County Council in response to mass redundancy situations, and liaising with public and private sector partners to reduce the impact of redundancy on workforce, universal credit, and supply chain companies.
- Contributing to the development, delivery and management of programmes and projects to support business growth in County Durham, and ensuring appropriate data and records are maintained to meet funding requirements, where appropriate.
- Managing and maintaining appropriate data and records relating to income and expenditure against budgets which fall within the post holder's responsibility, and monitoring the economic impact of expenditure.
- Leading the team to maintain and update business contact information within the Business Durham Customer Relationship Management system, including gathering, sharing and recording economic intelligence which will inform policy making and impact upon improved and efficient service delivery.
- Participating in working groups and inter departmental teams whose work contributes towards the delivery of effective and efficient services and assists in the achieving the Council's key outcomes, including the County Durham Economic Partnership's Inclusive Economic Strategy, Climate Emergency Response Plan, and Council Plan.
- Line-managing a team of business engagement and account managers, and contributing, as necessary, to the overall management and success of the organisation as a whole.
- Undertaking any such duties as may reasonably be required commensurate with the level of responsibility and competence of the post.

Organisational Responsibilities

Values and behaviours

To demonstrate and be a role model for the council's values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

Smarter working, transformation, and design principles

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

Communication

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

Health, Safety and Wellbeing

To take responsibility for health, safety, and wellbeing in accordance with the council's Health and Safety policy and procedures.

Equality and diversity

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

Confidentiality

To work in a way that does not divulge personal and/or confidential information and follow the council's policies and procedures in relation to data protection and security of information.

Climate Change

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

Performance management

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council's Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

Quality assurance (for applicable posts)

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

Management and leadership (for applicable posts)

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council's values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

Financial management (for applicable posts)

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.

Person Specification

Attributes	Essential	Desirable
Qualifications	• A Degree or equivalent qualification in a relevant business-related discipline, and/or be able to demonstrate extensive relevant experience.	• Chartered professional / membership of relevant professional body • Economics, business and/or project management qualification.
Experience	• Recent experience of engaging with SMEs and managing business support and enterprise/business start-up delivery services. • Significant recent experience of engaging, developing and managing business relationships. • Experience and understanding of the economic development and business support landscape in the North East, especially in relation to business growth and key sectors. • Experience of working with partnerships and service providers. • Experience of line management and/or leading teams. • Experience of strategy development	• Experience of identifying market opportunities for business • Experience of delivering externally funded projects, e.g. ERDF, INTERREG etc. • Experience of budgetary and financial management and monitoring.
Skills and Knowledge	• Knowledge of business operations and ability to recognise key issues • Commercial awareness • Commitment to the provision of a high quality service with a positive attitude towards Customer Care. • Ability to initiate and follow up projects. • Confident in making and justifying decisions. • Highly developed effective interpersonal communication skills. • Good presentation skills. • Excellent report writing skills. • Ability to work to deadlines with minimal supervision.	• Knowledge of the economy & geography of County Durham including business sectors and supply chains. • Awareness of the commercial property market in County Durham. • Understanding of company finance and investment. • Knowledge of business strategy development and implementation. • IT / keyboard skills, especially Word, PowerPoint, Excel, and ability to use e-mail, internet and databases.
Personal Qualities	• Able to establish excellent stakeholder relationships and communicate effectively with a wide range of partners. • Able to build relations and establish trust.	• Ongoing commitment to Continuous Professional Development (CPD) and sector networking.

	• Able to work on own initiative and/or as part of a team, maintaining high levels of integrity and discretion. • Proactive and positive approach to customer care • Willingness to undertake flexible working arrangements to meet service and project requirements. • Performance oriented, i.e. motivated by a desire to achieve performance targets and deliver a high quality service. • Committed to the importance of staff motivation and development. • Able to travel to and from various sites within the County and occasionally further afield.	
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