

## Job Description

<b>Post title</b>	Team Manager – Inward Investment & Sector Development
<b>Job Evaluation</b>	N10081
<b>Grade</b>	13
<b>Service</b>	Regeneration, Economy & Growth
<b>Service area</b>	Economic Development – Business Durham
<b>Reporting to</b>	Business Growth Director
<b>Location</b>	Your normal place of work will be Salvus House, Aykley Heads, Durham, but you may be required to work at any Council workplace within County Durham
<b>Disclosure and Barring Service (DBS)</b>	This post <b>is not</b> subject to a disclosure.
<b>Flexitime</b>	This post <b>is</b> eligible for flexitime
<b>Politically restricted</b>	This post <b>is not</b> 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 inward investment and sector development services for Business Durham, including identifying and attracting inward investment projects, relationship building and engagement, lead generation and marketing, responding to inward investment enquiries, project managing enquiries through to completion, and providing aftercare services to businesses locating into County Durham.

The post holder will be responsible for developing and maintaining knowledge of the key sectors in the County, identifying where there are opportunities for inward investment and innovation, and leading a sector development approach to build on existing strengths and enable identified opportunity sectors to grow in County Durham.

The post will involve establishing strong relationships with external organisations and partners to support inward investment and the growth of key sectors in County Durham, including raising the profile of the County to external audiences.

## Duties and Responsibilities

- Proactively managing inward investment enquiries for County Durham, including undertaking due diligence in order to determine their credibility and impact as potential investors, and project managing enquiries through to completion.
- Assessing commercially sensitive business intelligence and engaging with 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.

- Account managing and providing aftercare services to a portfolio of companies, primarily inward investors and Foreign Direct Investors, including developing and maintaining relationships with senior management within the companies.
- Coordinating and hosting visits to the County by potential inward investors, and attending relevant regional, national and international events to promote County Durham as a location for business.
- Acting as strategic lead between Council departments and inward investors to ensure inward investors receive the information and advice 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.
- Maintaining close liaison and building relationships with the key organisations involved in supporting inward investment regionally and nationally to influence their activities, including representing Business Durham/Durham County Council interests at stakeholder meetings and events.
- Interacting with Council departments to help them to plan activities by providing feedback, market intelligence and introductions to the private sector, where appropriate, and take an active role in project teams supporting the development and delivery of key strategic sites.
- Developing and maintaining knowledge of the public and private sector property portfolio in the County, its developers and their management agents, including overseeing the contract for the Business Durham property search database function.
- Developing and maintaining knowledge of the key sectors in the County, and leading a sector development approach to build on existing strengths and support businesses to grow in sectors which have potential to contribute significantly to the County's economy.
- Contributing to the development and regular review of the inward investment strategy for County Durham ensuring the County is competitively positioned to benefit from regional, national and international developments, working closely with the Business Growth Director and the Marketing Manager.
- 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.
- Contributing to the development, delivery and management of programmes and projects to support inward investment and sector development 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.
- Ensuring the inward investment and sector development team 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 Inclusive Economic Strategy, Climate Emergency Response Plan, and Council Plan .
- Line-managing a team of inward investment and sector development staff, 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
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• A Degree or equivalent qualification in a relevant business-related discipline, and/or be able to demonstrate extensive relevant experience.</li> </ul>	<ul style="list-style-type: none"> <li>• Chartered professional / membership of relevant professional body</li> <li>• Economics, business and/or project management qualification.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Significant recent experience of engaging with and supporting inward investors.</li> <li>• Recent experience of engaging, developing and managing business relationships.</li> <li>• Experience and understanding of the economic development and business support landscape in the North East, especially in relation to inward investment and key sectors.</li> <li>• Knowledge and experience of factors affecting corporate decision making, particularly business and economic drivers.</li> <li>• Experience of line management and/or leading teams.</li> <li>• Experience of inward investment strategy development</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of business cluster development</li> <li>• Experience of delivering externally funded projects.</li> <li>• Experience of budgetary and financial management and monitoring.</li> </ul>
<b>Skills and Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of business operations and ability to recognise key issues</li> <li>• Understanding company finances and high level of commercial awareness</li> <li>• Awareness of the commercial property market in County Durham and understanding of development and deal making as it affects Inward Investors.</li> <li>• Commitment to the provision of a high quality service with a positive attitude towards Customer Care.</li> <li>• Ability to initiate and follow up projects.</li> <li>• Confident in making and justifying decisions.</li> <li>• Highly developed effective interpersonal communication skills.</li> <li>• Good presentation skills.</li> <li>• Excellent report writing skills.</li> <li>• Ability to work to deadlines with minimal supervision.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of the economy &amp; geography of County Durham including business sectors and supply chains.</li> <li>• Knowledge of business strategy development and implementation.</li> <li>• IT / keyboard skills, especially Word, PowerPoint, Excel, and ability to use e-mail, internet and databases.</li> </ul>

<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Able to establish excellent stakeholder relationships and communicate effectively with a wide range of partners.</li> <li>• Able to build relations and establish trust and credibility with private sector clients.</li> <li>• Able to work on own initiative and/or as part of a team, maintaining high levels of integrity and discretion.</li> <li>• Proactive and positive approach to customer care</li> <li>• Willingness to undertake flexible working arrangements to meet service and project requirements.</li> <li>• Performance oriented, i.e. motivated by a desire to achieve performance targets and deliver a high quality service.</li> <li>• Committed to the importance of staff motivation and development.</li> <li>• Able to travel to and from various sites within the County and occasionally further afield.</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing commitment to Continuous Professional Development (CPD) and sector networking.</li> </ul>
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