

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Enterprise Support Officer (Growth Hub)
<b>MANAGED BY:</b>	Enterprise Manager
<b>GRADE:</b>	7

## BACKGROUND

### Working at the West of England Combined Authority

The West of England is a fantastic place to live and work; a place where ideas flourish and businesses grow, and a diverse population calls home. With a highly-skilled workforce, innovative businesses, rich cultural and natural assets, and excellent connections, the West of England competes on a global scale.

In 2017, the West of England Combined Authority was formed to bring the region together to drive economic growth. Significant powers and funding were transferred to the region to support work to ensure residents have better skills, more job opportunities and a better quality of life. In May 2021, the second Metro Mayor for the West of England was elected, and we're working with our regional partners and with Government to deliver against our ambitious agenda, protect the environment and ensure the West of England continues to be a thriving, successful and innovative place for future generations.

Covid-19 has had a big impact on the West of England, and we are leading the regional economic recovery, bringing people together to ensure our region continues to build on its success.

The Combined Authority is made up of three of the region's local councils - Bath & North East Somerset, Bristol and South Gloucestershire. Building on a strong track record of partnership working in the region, the Authority continues to work closely with North Somerset Council. The Authority also the accountable body for the West of England Local Enterprise Partnership.

We are an equal opportunities employer, in line with the Equalities Act 2010, and invite applicants to contact us to identify any additional support needed during the recruitment process.

## PURPOSE OF THE JOB

The 'Enterprise, Inward Investment and Trade' service is responsible for delivering indigenous business support (via the West of England Growth Hub) and inward investment activity (via Invest Bristol and Bath), alongside a focus on international trade, to drive a joined up and effective business account management programme.

Reporting to the Enterprise Manager, the Project Support Officer will work in the Enterprise Team to support enterprise and business support activity delivered within the Business and Skills Directorate.

You will undertake tasks in a specialist service area that supports Executives delivering business support activity aimed to encourage indigenous businesses in the West of England to be productive, thrive and prosper driving economic growth.

Core to the Project Support role will be the management of information on the EIIT CRM and as triage for incoming enquiries into the Enterprise team.

## KEY RESPONSIBILITIES

The role will encompass a range of administrative responsibilities and complex project support in an innovative and often fast-paced environment, flexing and adapting with the needs of the Business and Skills directorate including:

- First point of contact for Growth Hub web and phone enquiries, dealing with enquiries and problem solving for the public, funders, project partners and other internal and external stakeholders; using initiative and project knowledge to work autonomously and make real time decisions, knowing when to escalate more major issues; inspiring confidence and trust when providing advice and guidance on project delivery to team members
- Project promotion, working with the communications team and delivery partners, including coordinating case studies and quotes, creating and delivering presentations to stakeholders
- Administration, processing and query handling with internal and external teams including finance (monitoring expenditure against budgets, inputting quarterly partner reporting data, cross-checking with database to verify and update forecasts), procurement, IT, evaluation and audit; working at pace with a high caseload of diverse activities, reviewing and prioritising to ensure deadlines are met
- Meeting and event management, including diary management, minute taking, chairing or presenting where appropriate, organising logistics for project-wide events
- Using detailed knowledge of the specialist service area and joint working with delivery partners, evaluators and database providers for development of project delivery tools, infographics and presentations using a range of MS Office tools

- Database operator of complex CRM system, including liaison with database provider and delivery partners for system administration, design of reports and audit tools, data audit, collation and analysis of data across project areas to inform project reporting
- Training staff on using the bespoke EIIT CRM, and associated processes and procedures and reporting; auditing input and associated processes
- Research as needed to contribute to continuous project innovation, bringing in-depth project knowledge to support continuous improvement
- Support for a range of teams across the Business and Skills directorate as project priorities allow
- Any other duties commensurate with the role

## PERSON SPECIFICATION

### ESSENTIAL (MUST HAVE)

#### Qualifications and Knowledge

- Good standard of general education
- Excellent IT skills including Outlook, Word, Excel, PowerPoint and database entry and reporting

#### Experience

- Managing internal and public enquiries by phone, email and face to face
- Database support including system administration, designing reports, audit and analysis of data
- Providing administrative support for a fast-paced and innovative specialist service area and its associated projects
- Developing documents and presentations in a range of styles and formats
- Event management, including virtual setup, liaison with venues, logistics, invites, set up and delivery
- Meeting support including diary management, minutes, chairing and presenting
- Promoting projects to internal and external stakeholders, including presenting to forums

#### Skills and Competencies

- Excellent written and oral communications skills at all levels, with ability to create reports and presentations to a high standard with strong attention to detail
- Public speaking, able to confidently present information to individuals and groups
- Training and coaching, able to convey complex processes to a range of audiences
- Self-motivated, capable of planning and prioritising own workload to meet deadlines

- Flexible and agile with the ability to respond at pace to competing demands
- Able to work as part of a team and build relationships with colleagues in partner organisations, with a focus on excellent customer service
- Appreciation of the importance of discretion and confidentiality

#### DESIRABLE

- Experience of providing a range of support in an innovative and fast-paced project environment
- Experience of administration in a complex political environment or similar

#### REWARDS AND BENEFITS

##### Staff receive:

- 25 days annual leave, rising to 30 after five years' continuous service, plus bank holidays, pro rata
- Auto-enrolment into the Avon Pension Fund
- Cycle to work scheme and secure bike parking
- Free eye tests for all display screen equipment (DSE) users
- Commuter Travel Club - all employees can sign up to receive discounted monthly bus tickets, unlimited bus travel for work or leisure within your chosen zone, automatic ticket renewal and price freeze for 12 months.
- The Combined Authority has adopted a Hybrid working approach, which enables employees to split their week between working in the workplace and working remotely. Hybrid Working forms just part of the flexible working options that the Combined Authority is offering as the new way of working. Flexible working is an arrangement that enables employees to have a way of working that suits and employee's and employer's needs whilst maintain a work-life balance.

#### WE PAY THE LIVING WAGE

We're proud to have been accredited as a Living Wage Employer

Living Wage accreditation means that everyone working at The West of England and Combined Authority receives a minimum hourly wage of £9.50 - significantly higher than the government minimum for over 25s, currently £8.72 per hour



It also means that anyone who provides services to, or has contracts with us, must pay the Living Wage, setting the bar for good employer practices in the region. This includes those who provide services to The West of England and Combined Authority, such as cleaning and facilities management contracts, as well as those who have contracts with us - such as IT providers.