

Delivery Lead, Business Investment Growth (Tier 4)

Directorate: Service area:	Communities – Communities (Strategy & Commissioning)
Accountable to:	Strategy and Commissioning Manager (Economy & Skills)
Accountable for:	Gross Expenditure: £90m (shared responsibility) Headcount: 4+ FTE
Politically restricted post	No
Delivery teams:	Business Advisors (internal) Business Advisors (externally commissioned)

Context

You will lead on providing specialist advice and support to businesses to help them grow and prosper within Warwickshire, including the day-to-day management and co-ordination of a small team of a Business Advisors and support staff. In particular, you will help business access local and national funding provision and support programmes, including the Warwickshire Recovery Investment Fund (WRIF).

You will support the Strategy and Commissioning Manager working in partnership with Commissioning Team Leaders to innovate service delivery capabilities, managing your team to meet the outcomes of the service delivery plan.

You will develop and maintain good working relationships with a range of key stakeholders including statutory partners, service providers and voluntary sector to provide and promote an integrated and co-ordinated approach to access business support and funding for Warwickshire businesses.

Specific role assignment

Delivery responsibilities	<ul style="list-style-type: none"> • Effective delivery of the County Council's business support programmes including the Warwickshire Recovery Investment Fund (WRIF) and European Regional Development funded (ERDF) programmes, providing support to businesses in developing growth plans and accessing funding to support those plans • Act as a key ambassador for Warwickshire to the business community, actively maintaining relationships with companies to understand their business needs and support them to achieve their growth potential and invest within Warwickshire • Lead the day-to-day management and co-ordination of the business advisor team, ensuring
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	<p>a strategic, coherent and consistent approach is utilised across the team</p> <ul style="list-style-type: none"> • Maintain a high-level of specialist knowledge with regards to local and national funding provision and support programmes available to businesses, • Accountable for the delivery of outputs linked to support programmes, ensuring that activity undertaken is eligible and ensuring maintenance of effective records/information to provide a stronger evidence base to inform future delivery/provision • Ensure the development of regular, high quality news stories/press releases/promotional materials highlighting the work of the team and the County Council in supporting its economic growth work • Work with the Strategy & Commissioning Manager, Economy & Skills and Lead Commissioner (Business & Economy) to develop a strategic approach to business support, identifying, through experience of working directly with the business community, the key priorities and potential gaps/ areas of market failure that need to be addressed. • Work with the Lead Commissioner (Business & Economy) and Business & Economy team to procure and manage external consultants.
<p>Key business measures</p>	<p>Business support targets:</p> <ul style="list-style-type: none"> • Businesses engaged • Businesses assisted • Jobs created • Jobs safeguarded • Total jobs supported • Public and private sector investment secured
<p>Statutory responsibilities <i>(if applicable)</i></p>	
<p>Specific experience</p>	<ul style="list-style-type: none"> • Commercial experience with a focus on raising and securing finance. • Comprehensive understanding or experience (at least 3 years) of economic development, business support and access to finance programmes (or similar) • Strong understanding of external funding streams related to economic growth, and experience of delivering externally funded projects and programmes. • Strong understanding of the needs and issues facing small and medium businesses and the

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	<p>support they need to grow and prosper</p> <ul style="list-style-type: none"> • Strong experience of working and negotiating deals with the private sector to achieve effective and efficient outcomes • Knowledge of relevant legislation, strategies and policies • Strong programme and project management abilities • Excellent leadership and management skills, with a proven ability to successfully manage and deliver change • Experience of managing external consultants.
Specific qualifications/and registration	A degree or equivalent experience (3 years+) in a related area of activity
Budget responsibility	Gross Expenditure: £90m (shared responsibility)
FTE responsibility (line management)	4 FTE (potential for increase in line with further expansion of business support schemes)
Key stakeholder relationships	<ul style="list-style-type: none"> • Key partner relationship management with those involved in economic development and business support (including CWLEP, Growth Hub, Chamber of Commerce, FSB, Government Departments) • Professional relationship development with Leader or Deputy Leader of the Council, Cabinet Members and any other political post holders as required. • Professional partner relationship management with Delivery Manager colleagues, Senior Commissioning colleagues and any other internal stakeholder as required.

Generic capabilities of the role

Generic Capability	Descriptor
Business Acumen	<ul style="list-style-type: none"> • Deliver in year service plan (1 year) • Effective contract and supplier management • Meet budget, savings and income targets

- Contribute to the operational planning of the service with the commissioning team
- Ensure effective contract management arrangements are in place
- Manage costs down, deliver savings and income targets (as applicable)

Generic Capability	Descriptor
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Performance & standards	<ul style="list-style-type: none"> • Statutory compliance • Professional practice • Procedure compliance
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- Execute the statutory or regulatory duties are in place and delivered across the team.
- Ensure the safe operation of the business and compliance with appropriate regulations and legislation.
- Execute the relevant policies and procedures to ensure the outcomes are delivered.

Generic Capability	Descriptor
Operational management	<ul style="list-style-type: none"> • Deliver operational performance objectives • Manage the workforce • Deliver continuous improvement plans

- Meet the service key business measures for the service
- Manage costs down through operational improvement
- Manage and allocate resources to meet key business measures
- Use data and insight to improve service performance

Generic leadership competencies

Capability	Descriptor
People Management	<ul style="list-style-type: none"> • Workforce development • Workforce planning

- Recruit and ensure effective onboarding of team members
- Retain and attract the required capabilities of the team through effective talent management
- Set and deliver stretching performance objectives
- Undertake annual appraisals with the team
- Undertake regular 1:1 sessions throughout the year to review performance against objectives
- Manage and support teams through organisational change

Capability	Descriptor
Management of resources & planning	<ul style="list-style-type: none"> • Monitors the service performance framework • Effective service design

- Plan, task, deploy and co-ordinate resources to meet changing operational needs as required
- Monitor, plan and review team outcomes ensuring delivery of personal and team objectives
- Hold regular meetings to inform teams of plans, priorities, budgets and expected outcomes
- Identify the capacity of the delivery team through effective workforce planning.
- Develop and implement integrated working across teams

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Capability	Descriptor
Organisational leadership & resilience	<ul style="list-style-type: none">• Deals with performance issues• Maintains business continuity• Role model of how we work principles

- Maintain business continuity in the event of service disruption
- Effectively addresses performance issues within the team
- Enable the team to work in a high-performance culture
- Act and operate corporately across WCC adopting the one council approach
- Act as a positive role model for WCC's values and behaviours at all times
- Represent the interests of the Council on external bodies and networks

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WCC values and behaviours

The post holder must be able to demonstrate that they role model the WCC values and behaviours.

Our Values – The Warwickshire DNA



High performing



Collaborative



Customer focused



Accountable



Trustworthy

Our Behaviours



do what we say



move with purpose and energy



focus on solutions



help people and communities to find their own solutions



build strong working relationships



be the best we can be

Strategy... the direction we will take to achieve our outcomes



Plan... what we will do to achieve the strategy



Commissioning... the process of how we will plan, purchase and monitor our services



Strategic Commissioning... the process for understanding, planning and delivering services to achieve the best outcomes



Operational Commissioning... the process for meeting need at an individual level or to a specific group



Delivery... providing services to our customers

