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 | **POST TITLE:** | **Innovation Development Executive**  |
| 1. **2.**
 | **POST NUMBER:**  | ED/BS/6.10-6.11 |
| 1. **3.**
 | **GRADE:**  | 11Job Evaluation Ref No: *N6852* |
|  | **LOCATION:** | Your normal place of work will be Millennium Place, Durham. However, you may be required to work at any council workplace within County Durham.  |

1. **RELEVANT TO THIS POST:**

**Flexible Working:** Subject to service needs the council’s flexible working policy is applicable to this post

1. **ORGANISATIONAL RELATIONSHIPS:**

The post holder will report to the Business Growth Team Leader and will be directly responsible for the following functions:

* Proactive development of and support for, businesses within or developing into the Knowledge based economy
* Responsible for high quality interaction and negotiations with key decision makers in private sector businesses
* Develop and maintain a knowledge of Science Parks nationally and internationally, applying this to the development of NETPark and innovation throughout the county
* Account management of NETPark Net members and development of NETPark Net service

1. **DESCRIPTION OF ROLE:**

To actively grow the innovation and knowledge based economy business community throughout County Durham in line with the County Economic Strategies. To provide excellent customer service to members of NETPark Net, maximising uptake of services to deliver value to members

1. **DUTIES AND RESPONSIBILITIES *SPECIFIC* TO THIS POST:**

Listed below are the responsibilities this role will be primarily responsible for:

**Proactive development of and support for, businesses within or developing into the Knowledge based economy**

8.1 Identifying and attracting R&D, innovation and knowledge based inward investment projects, at regional, national and international level, to the County.

8.2 Targeting university spin-out and blue-chip R&D opportunities for location and development within County Durham.

8.3 Handling enquiries relating to investment at NETPark and ensuring the efficient progression of such enquiries.

8.4 Hosting visits to NETPark and County Durham.

8.5 Promoting the benefits of NETPark Net to businesses throughout the County.

8.6 Developing and promoting relationships with external organisations such as universities, centres of excellence and other relevant bodies.

8.7 Attending regional, national and international events to promote NETPark, NETPark Net and County Durham.

 **Account management of NETPark Net members and development of NETPark Net service**

8.8 Supporting the recruitment of new members

8.9 Gaining referrals from existing members

8.10 Welcoming new members and providing initial training for NETPark Net online and face to face

8.11 Ensuring member renewal rate to an agreed KPI

8.12 Ensuring member online profiles are up to date and accurate

8.13 Ensuring member records are kept up to date, including financial transactions

8.14 Establishing and maintaining strong client relationships through regular close contact account management which will include regular face to face meetings, telephone and email communication.

8.15 Ensuring efficient sharing of information about companies across Business Durham.

8.16 Resolving problems and ensuring all follow up actions are carried out efficiently and effectively

8.17 Issuing regular communications including E-shots and newsletters, and monitoring effectiveness

8.18 Where appropriate, helping to organise events and other profile raising activities

8.19 Supporting the NETPark Incubator team to account manage Incubator companies

8.20 Working closely with members to maximise take up of NETPark Net services including events

8.21 Monitoring, collating and reporting feedback about NETPark Net from all sources

8.22 Assisting in the development of new services for NETPark Net in line with customer needs

8.23 Managing the procurement of new services where appropriate

8.24 Working with partners and organisations in the delivery and acquisition of services and content

8.25 Reporting on progress as appropriate

8.26 Assisting with the preparation of claims to public sector funding bodies

**9. COMMON DUTIES AND RESPONSIBILITIES:**

9.1 **Quality Assurance**

To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service’s requirements are met and that the highest standards are maintained.

 To establish and monitor appropriate procedures to ensure that quality data are reported and used in decision making processes and to demonstrate through behaviour and actions a firm commitment to data security and confidentiality as appropriate.

9.2 **Communication**

To establish and manage the team communications systems ensuring that the Service’s procedures, policies, strategies and objectives are effectively communicated to all team members.

9.3 **Professional Practice**

 To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service’s stated objectives of continual improvement in quality of its service to internal and external customers.

9.4 **Health and Safety**

Manage health and safety in their area of responsibility in accordance with the relevant section(s) of the Corporate/Service Health and Safety Policy and to ensure that the Health and Safety policy, organisation arrangements and procedures as they relate to areas, activities and personnel under your control are understood, implemented and monitored.

9.5 **General Management (where applicable)**

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority’s and the Service’s policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

9.6 **Financial Management (where applicable)**

To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

9.7 **Appraisal**

 All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

9.8 **Equality and Diversity**

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice.  To ensure our commitment is put into practice we have an equality policy which includes responsibility for all staff to eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.

       These policies apply to all employees of Durham County Council.

9.9 **Confidentiality**

 All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

9.10 **Induction**

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

**Person Specification – Innovation Development Executive (Grade 11)**

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|  | **Essential** | **Desirable** | **Method of Assessment** |
| **Qualification** | * Educated to degree level or equivalent
 | * Engineering or science related degree or background.
 | Application formSelection ProcessPre-employment checks |
| **Experience** | * Significant recent experience of developing business and managing relationships.
 | * Experienced in, and comfortable with, working flexibly utilising ICT.
 | Application formSelection ProcessPre-employment checks |
| **Skills/Knowledge** | * Knowledge of innovation practice and process nationally and internationally.
* Knowledge of the economy and geography of County Durham.
* Business acumen.
* An ability to initiate and follow up projects.
* Confident in making and justifying decisions.
* Commitment to the provision of a high quality service with a positive attitude towards Customer Care.
* Highly developed effective interpersonal communication skills.
* Good presentation skills
* Capacity to manage diverse and complex workload.
* Excellent report writing skills
* Ability to work to deadlines with minimal supervision.
* The ability to travel to and from various sites within the County and occasionally further afield
* Ability to work effectively as a team member and to relate well and quickly to other team members and senior people from other organisations.
* An ability to work under pressure.
* Commitment to the importance of staff motivation and development.
 | * Knowledge of science park operations and how it supports the development of high tech businesses
* Knowledge of factors affecting corporate decision making, particularly business and economic drivers.
* IT / keyboard skills, especially Word, Powerpoint, Excel, and ability to use e-mail and internet.
 | Application formSelection ProcessPre-employment checks |
| **Personal Qualities** | * Enthusiastic and dynamic.
* Prepared to work in an accountable environment.
* Willing to seek and take responsibility.
* Willing to work flexibly.
* Performance oriented i.e. motivated by a desire to achieve performance targets and deliver a high quality service.
 | * Eager to learn new skills.
 | Application formSelection ProcessPre-employment checks |