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| LogoERDF_Col_Landscape**Job Description** | |
| **Post title** | Sector Development Manager (Fintech & Digital) |
| **JE Reference No** | N10925 |
| **Grade** | 11 |
| **Service** | Regeneration, Economy & Growth |
| **Service Area** | Business Durham |
| **Reporting to** | Team Manager - Inward Investment & Opportunities |
| **Location** | 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. |
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| **DBS** | This post **is not** subject to a disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. Working outside normal office hours may be regularly required/ |
| **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. |

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| **Description of role** |

The role of this post is to develop a project which focuses on the attraction of digital and FinTech businesses and the development of an ecosystem to allow the sector to grow in County Durham, with a particular focus on Durham City. The role will incorporate engaging with businesses from within these sectors to identify need; creating an ecosystem to attract businesses including the development of appropriate packages of support; and liaising with key stakeholders, partners, and departments to ensure appropriate infrastructure is in place.

Other key elements of the role will also involve identifying key trends in the FinTech and digital sectors, building networks and contacts, managing events and attending trade shows as appropriate.

Some national travel may be required.

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| **Duties and responsibilities** |

**The post holder will be responsible for the development and initiation of a project which sees the creation of an ecosystem and the attraction of businesses within specific sectors. The activities entailed in such work may include the following:**

* Utilise baseline research and pre-project consultancy work to initiate project, developing a suitable model. Identify stakeholders establish and manage a steering group.
* Develop a relationship and collaborate with partners such as other Local Authorities; Invest North East; The Department of International Trade; Dynamo; other organisations inside and outside the region as appropriate.
* Liaise with Business Development, Innovation and Careers teams at local universities to streamline approaches to business engagement; skills development to help develop a holistic support offer to the sector.
* Work with inward investment and marketing colleagues to identify marketing requirements of the project, seek appropriate channels and identify target organisations. Proactively raising awareness of the initiative.
* Work with colleagues responsible for the development of strategic sites (e.g. Aykley Heads and NETPark) to help them develop, market and fill appropriate premises.

* Liaise with key partners, centres and universities to further innovation in the areas of AI and Data science. Ensure the project stays ahead of the evolving innovation and digital requirements of FinTech and digital businesses
* Liaise with stakeholders to identify packages of support and finance available to identified sectors and start-up businesses
* Develop career path maps, talent retention strategies and skills development offerings, in partnership with universities.
* Provide one-to-one support to organisations within the identified sectors to ensure they are benefiting fully from the created ecosystem and help them to access suitable business support provision.
* Ensure company records within the Business Durham CRM are maintained whilst also respecting the security of sensitive information gathered, maintaining trust and mutual confidence with the businesses who supply the information, and working to data protection guidelines.
* Undertake any such duties as may reasonably be required, commensurate with the grading of the post.

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| **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.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * Degree or equivalent in a relevant subject (eg. Business Studies, Finance or IT) or be able to demonstrate extensive relevant experience. | * Professional qualification eg. CMI, AAT etc |
| Experience | * Recent experience of engaging with SMEs and delivering business support or business development services. * Recent experience of engaging, developing and managing business relationships. * Experience of innovation and/or sector development activities either in-company or in developing an innovation culture or ecosystem. | * Experience of delivering projects * Practical marketing and promotions experience including event management. * Understanding of the business support landscape in the North East LEP area * Experience of working in or with FinTech businesses |
| Skills & Knowledge | * Knowledge of business operations and ability to recognise key issues. * Knowledge and understanding of factors affecting corporate decision making, particularly business and economic drivers. * Ability to identify collective business need and input this to senior officials to shape delivery * Commercial awareness. * Project management * Commitment to the provision of a high-quality service with a positive attitude towards Customer Care. | * Understanding company finances * Appreciation of procurement rules and procedures. * Contract management. * Knowledge of the economy and geography of County Durham. * IT / keyboard skills, especially Word, Powerpoint, Excel, and ability to use e-mail and internet. |
| Personal Qualities | * Able to build relations and establish trust * Willingness/ability to work on own initiative and/or as part of a team, maintaining high levels of integrity and discretion. * Effective interpersonal and communication skills. * Good presentation skills. * Ability to work to deadlines with minimal supervision. * Proactive and positive approach to customer care. * Willingness to undertake flexible working arrangements to meet service and project requirements. * Able to travel * Performance oriented i.e. motivated by a desire to achieve performance targets and deliver a high-quality service. |  |