

 <b>Stockton-on-Tees</b> BOROUGH COUNCIL		<b>JOB DESCRIPTION</b>	
<b>Directorate:</b>  <b>Finance, Development and Regeneration</b>		<b>Service Area:</b>  <b>Inclusive Growth &amp; Development – Economic Development</b>	
<b>JOB TITLE: Economic Development Support Officer</b>			
<b>GRADE: I</b>			
<b>REPORTING TO: Economic Development Manager</b>			
<b>1.</b>	<b>JOB SUMMARY:</b> To provide support to the Economic Development team through participation of the development and delivery of business growth activities linked to the delivery of the Inclusive Growth Strategy.		
<b>2.</b>	<b>MAIN RESPONSIBILITIES AND REQUIREMENTS</b>		
	1.	To support with the planning and delivery of networking and customer focus groups linked directly to the delivery of key council documents	
	2.	To liaise and consult with clients, consultants, stakeholders, community groups, businesses and other interested parties in the delivery of networking and business related initiatives	
	3.	To support with business engagement and case management related activities including the support of provision of information of services provided by the council and its partner agencies	
	4.	To support in the maintenance of effective relationships with key stakeholders in the business sector to ensure an appropriate level of Council support and to identify risks and opportunities for growth	
	5.	To support with the planning and delivery of quality programme of events, business seminars and Business awards activities and delivery of business & enterprise related activities	
	6	To support in the capturing of key data and intelligence to ensure accurate record keeping within the approved CRM system	
	7	To assist in the marketing and management of Council owned business & enterprise facilities	
	8	To support in assisting in the preparation and presenting of reports to Cabinet, committees and boards as required	
	9	To support in the delivery of social media campaigns and delivery of Made in Stockton related activities to support in the promotion of businesses within the Borough	
	10	To adopt, utilise and demonstrate Customer Service Excellence principles.	
	11	To undertake such other duties and responsibilities commensurate with the grading and nature of the post.	
<b>3.</b>	<b>GENERAL</b>		

**Job Evaluation** - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

**Other Duties** - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

**Workforce Culture and supporting behaviours and Code of Conduct** – The post holder is required to carry out the duties in accordance with Workforce Culture and supporting behaviours, code of conduct, professional standards and promote equality and diversity in the workplace.

**Shaping a Brighter Future** – The post holder will embrace the Council’s “Shaping a Brighter Future” programme.

**Personal Development** – As defined by the Council’s Culture Statement, all employees will take responsibility for their own development

**Customer Services** – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

**Policies and Procedures** – The post holder is required to adhere to all Council Policies and Procedures.

**Health and Safety** – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

**Safeguarding** – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council’s Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

	Name:	Signature:	Date
Job Description written by: (Manager)			
Job Description agreed by: (Post holder)			

**Job Description dated            December 2022**



## PERSON SPECIFICATION


Job Title/Grade	<b>Economic Development Support Officer</b>	Grade I
Directorate / Service Area		Inclusive Growth & Development – Economic Development
Post Ref:	NEW	

	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>MEANS OF ASSESSMENT</b>
Qualifications	<ul style="list-style-type: none"> <li>- Educated to degree level or equivalent in a relevant subject area or equivalent demonstrable level of relevant work related experience</li> </ul>	Membership of relevant professional body	Application form
Experience	<ul style="list-style-type: none"> <li>- Provision of relevant high quality business information and guidance.</li> <li>- Planning and delivering quality networking events, business seminars and business awards activities</li> <li>- Supporting and delivering business &amp; enterprise support related activities</li> </ul>	<ul style="list-style-type: none"> <li>- Experience in consultation techniques involving Members of the Council, external agencies, businesses and the community</li> </ul>	Application / Interview

	<ul style="list-style-type: none"> <li>- Delivering social media campaigns and activities to support the promotion of businesses within the Borough</li> </ul>		
Knowledge & Skills	<ul style="list-style-type: none"> <li>- An understanding of the relevant policies and issues associated with economic development.</li> <li>- An understanding of the factors impacting on economic development and success</li> <li>- Ability to work flexibly and adapt to changing work priorities.</li> <li>- A good knowledge and the practical application of information technology including Word, Excel, Power Point, the Internet, social media, graphics applications and client relationship management systems</li> </ul>	<ul style="list-style-type: none"> <li>- Ability to participate within a structured programmes and projects governance framework.</li> <li>- Ability to oversee business support providers</li> <li>- Ability to capture, interrogate, analyse and interpret complex data and information from a range of sources and use it effectively to inform service priorities and improvements</li> </ul>	
Specific behaviours relevant to the post	<ul style="list-style-type: none"> <li>- Demonstrate the Council's Behaviours which underpin the Culture Statement.</li> <li>- Ability to be innovative in responding to changing situations.</li> <li>- Ability to actively participate in all aspects of the delivery of workshop based activities</li> <li>- A pleasant and outgoing personality, with enthusiasm and the ability to inspire others.</li> <li>- The ability to communicate both orally and in writing with a wide range of people and organisations.</li> </ul>	<ul style="list-style-type: none"> <li>- Ability to work independently dealing with project issues across the economic development discipline.</li> <li>- Ability to manage sensitive and confidential information, and knowledge of data protection and data security, where relevant.</li> </ul>	Application / Interview

	<ul style="list-style-type: none"><li>- High personal standards and self-discipline in working unsupervised and to deadlines.</li><li>- Ability to work as part of a team involving people from a wide range of backgrounds including residents, businesses, external partners and Members.</li><li>- Support with Administration duties relating to the maintaining of accurate and complete records</li><li>- Ability to benefit from training relevant to the post.</li></ul>		
Other requirements	<ul style="list-style-type: none"><li>- Must be able to vary working hours to incorporate evening and weekend meetings as required</li><li>- Due to the frequent need for travel across the borough and the need to meet business targets, the need to drive a car is a requirement of this post</li></ul>		

**Person Specification dated December 2022**

 <b>Stockton-on-Tees</b> BOROUGH COUNCIL	<b>KNOWN RISKS FOR THIS ROLE</b>
<b>DIRECTORATE:</b>	<b>SERVICE AREA:</b>
<b>JOB TITLE: Economic Development Support Officer</b>	
<b>GRADE: I</b>	
<b>REPORTING TO: Julie Marsden</b>	

**The following are the known risks for this role, more than one may apply. Where there are no known risks this will be indicated.**

Known Risk	Yes/No
Is required to work at heights or on ladders	
Is required to work in confined spaces or unusual environmental conditions where specialist equipment or breathing apparatus is needed	
Is required to drive a Council vehicle or regularly transporting other person/clients/pupils in own vehicle as part of normal duties	
Is required to drive an HGV/LGV/PCV/Minibus	
Is required to undertake agriculture, horticulture or gardening work	
At risk from noise that might affect an employee's health (will be required to wear ear protection)	
Will be exposed to vibration likely to be above the exposure action level.	
Is exposed to hazardous substances as detailed in Appendix 1	
Is likely to be exposed to asbestos	
Is at risk of a needle stick injury or human bite or could be exposed to blood, sewerage, bodily fluids.	
May be exposed to lead or lead based products	
Will handle food	
Will require a health assessment for regular night working	
Will be required to undertake the Display screen equipment training	X
Other known risks – please detail	
No known risks associated with this role	

**As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.**

Signature of Manager:



Date: 04.01.23