

## Job Description

<b>Post title</b>	Head of Business Growth and Support	
<b>Grade</b>	SM3	
<b>Job Evaluation Code and Points</b>		
<b>Directorate</b>	Economic Growth and Innovation	
<b>Team</b>	Business Growth and Support	
<b>Reporting to</b>	Assistant Director of Business Growth and Inward Investment	
<b>Responsible for</b>	Business Growth and Support	

### Job Purpose

To support the implementation of strategies for all aspects of the business growth and support functions for the North East Combined Authority. Overseeing specific service areas, ensuring effective implementation management of day to day business operations providing support across the organisation to wider operational delivery of the North East Mayoral Combined Authority's (North East CA's) objectives.

This role requires someone with ability to manage vertically and horizontally across the organisation to ensure the service area is effective and efficient. This role requires strong leadership capability and a good understanding of business support. The successful candidate is someone who is able to deal effectively with a wide range of partners from business leaders, Local Authorities, universities, skills providers and national government. The post holder will also be highly experienced in delivering or strategically managing contracts that deliver support to businesses to help them grow and thrive.

### Duties and responsibilities

#### Leadership and Innovation

- You will be responsible for supporting with the development and implementation of the growth hub across the North East CA area delivering high quality business growth advice and support to SMEs and businesses in the key Local Growth Plan sectors.
- You will be responsible for the implementation of strategies in relation to business support and growth in the Combined Authority, fully aligned to our Corporate Plan, strategic policy priorities and

Organisational values. This includes the implementation of the Shine program and key measure for managing the program success.

- You will be part of the Authority's management team and work directly to the Assistant Director of Business Growth and Inward Investment providing subject matter expertise on business support
- You will provide a leadership role for the business growth hub team, the Shine team and support the management of the sector teams, ensuring measurable delivery against a set of clear objectives.
- You will work across the Authority to provide strategic advice on all aspect of business support work from policy development through to operational delivery, gaining a close understanding of the Directorates and their operational requirements.
- You will be able to use insight and evaluation to challenge established practices and introduce ongoing service improvements.
- Work closely with partners, universities and Catapults to integrate innovation led growth into mainstream business support programs.

### **Impact on People – (Internal and External Influencing)**

- In supporting with the development of strategies for this role you will develop positive relationships with a broad range of internal stakeholders, building and maintain strong collaborative partnerships.
- Externally you will be expected to build relationships across our business community, our local authority community as well as other combined authorities, government departments.
- You will be responsible for all aspects of stakeholder engagement for the Authority relevant to your area of work.
- Lead develop and motivate a multi disciplined team, fostering a high-performance culture grounded in collaboration and purposes.
- Support team development through mentoring professional growth opportunities and clear performance objectives.
- Champion equality, diversity and inclusion across all inward investment activity and within the team.
- Champion inclusive growth by ensuring support reaches diverse communities including SME's owned by underrepresented groups and those in economically disadvantaged areas.
- Service as a visible leader and a role model promoting regional talent and ambition.

### **Financial Resource Management:**

- This role is responsible for overseeing the resources (financial and non financial) allocated to the Business support and growth hub functions of the Authority, ensuring that this is managed to achieve effective value for money and clear allocation of resources to deliver against strategic objectives.
- You will lead your team creating a high performance culture that is aligned to organisational values, behaviours, policy vision and priorities, reflecting best practice and continuous professional development.
- You will manage the procurement and delivery of business support services
- You will ensure that the team is supported and developed throughout.

## Organisational responsibilities

- **Communication**

We communicate effectively with our peers, partners and local authorities and work collaboratively to provide the best possible outcomes. Communication between teams, services and partner organisations is imperative in providing the best possible service to the region.

- **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 in using organisation information assets.

- **Health, Safety and Wellbeing**

We take responsibility for health, safety and wellbeing in accordance with the North East CA Health and Safety policy and procedures.

- **Performance Management**

We promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. You will contribute to the organisation's appraisal processes to ensure continuous learning and improvement and to increase organisational performance.

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

*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 their manager.*

## Values and Behaviours

Our values and behaviours are the things that are important to us, individually and as a team. They articulate the way we want to conduct ourselves. Combined, they work together to make us who we are and we use them to anchor all that we do. The North East CA values are:

- Strive for brilliance
- One team
- Drive sustainability
- Make it happen
- Be inclusive

## **Inclusion, Diversity, Equality and Belonging**

We are committed to creating a fairer North East where everyone can thrive with aspirational jobs, new skills, and better homes. All employees are responsible for taking proactive steps to eliminate discrimination, advance equal opportunities and foster good relationships in every aspect of their work.

## **Special requirements of post**

- **DBS**

This post is not subject to a disclosure.

- **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.

## Person specification

### Job Title: Head of Business Growth and Support

The following criteria will be used to shortlist at the application stage and will be further explored at the interview stage.

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Degree level qualification</li> </ul>	<ul style="list-style-type: none"> <li>Postgraduate qualification in a relevant area</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>Proven experience of working at a senior level within function of expertise</li> <li>Proven experience of providing strategic advice to senior leaders, particularly on complex issues</li> <li>Demonstrable knowledge of wider markets and sectors with the ability to share learning and best practice.</li> <li>Can demonstrate a sustained track record of success.</li> <li>Proven and relevant leadership experience in large and complex organisations</li> <li>Experience of building, leading and managing a high performing team</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>
<b>Skills and Knowledge</b>	<ul style="list-style-type: none"> <li>Ability to think strategically within a complex organisation and broader system.</li> <li>Ability to translate strategies into plans and practice that makes a difference.</li> <li>Excellent written and verbal communication and reasoning skills, with the ability to influence and persuade senior partners, stakeholders and gain the confidence of Members.</li> <li>Skilled negotiation skills, experienced with working in a political and unionised environment.</li> <li>Flexible and adaptable; able to work in ambiguous situations, with agility to react and adapt quickly.</li> <li>Creative and innovative thinker and keen learner</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>

<b>Personal Qualities</b>	<ul style="list-style-type: none"><li>• High level of integrity and professionalism.</li><li>• Adaptability and willingness to embrace change.</li><li>• Proactive and results orientated approach.</li><li>• Committed to the principles of equality and diversity.</li></ul>	
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