

Grading

Job Description and Employee Specification

<u>Job title:</u> Lead Officer – Economic Growth	<u>Service area:</u> Communities
<u>Post number:</u>	<u>Division:</u> Economy
<u>Grade:</u> 11	<u>Section/team:</u> Business and Investment
<u>Overall purpose of job:</u> - To deliver operational support for inward investment, business support, and visitor economy teams, with a focus on stimulating economic growth through new business development, enhancing productivity, and securing highly skilled employment within the local economy. - Develop a positive and pro-active culture and enthuse others to perform to an excellent standard.	
Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.	
<u>Main responsibilities:</u> - Deliver a targeted and specialist business support service within the one council neighbourhood model. - Design and implement a key account management system to engage major indigenous businesses, supporting North Lincolnshire's NNDR base. - Lead the Economic Growth team and manage its resources to deliver all key functions, facilities and staff performances that are high quality, customer focused, efficient and value for money. - Assist existing businesses to expand, diversify and improve productivity, ensuring intelligence informs local and sub-regional policy making. - Develop, promote, implement and review innovative, strategic investment approaches, with emphasis on business development in priority sectors from the Economic Growth Plan. - Lead on funding projects and programmes aligned with key strategic priorities. - Support businesses in accessing funding and collaborate with partners, including Government departments, to maximise funding opportunities matching business requirements. - Oversee an efficient customer relationship management system and maintain an externally facing website to ensure seamless service for all businesses and customers. - Develop sector-specific plans for priority areas, using insights gathered from ongoing business engagement - Provide operational management of council-operated business support premises and deliver front of house services for the council's commercial property portfolio. - Support visitor economy growth through targeted work with tourism businesses. - Acts as author for management reports including cabinet papers, scrutiny reports and delegated decision reports.	

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13. Actively manages the assigned budget for area of responsibility, ensuring financial balance and providing the Head of Business and Investment with reports on financial activity as required.
14. Advises, supports and where necessary deputises for the Head of Business and Investment.
15. Deals with complaints and enquiries concerning real or perceived failures in service and to undertake necessary investigation and implementation of remedial measures.
16. Support the Head of Service in managing the service area across all its functions and play a full role as a member of the senior management team delivering the council's aims and objectives.
17. Enhance staff motivation and staff development through training and advancement opportunities so that individuals achieve their maximum contribution to the council's and service's objectives and aims.
18. Acts as an investigating officer when required, making recommendations for future actions and/or improvements in response to external complaints or matters of internal conduct.
19. Acts as a role model demonstrating positive behaviours that reinforce the council's values, acting as an ally to ensure an inclusive working environment and ensuring that equality, diversity and inclusion (EDI) are reflected in all people related activities.
20. Required to be part of the council's Emergency Management arrangements.

Knowledge, skills and experience:

Qualifications

- Degree level qualification in a relevant field or equivalent knowledge, skills and experience
- Management qualification or relevant professional experience.
- Project Management qualification and/or relevant professional experience.
- Demonstrates continual professional development within aspects of the subject area.

Knowledge & Skills

- IT literate, with the ability to use and interrogate a variety of systems.
- Comprehensive knowledge and experience of the principles and practice of:
 - effective people management.
 - excellent customer service.
 - continual improvement using an evidence-based approach.
 - appropriate risk management and risk enablement.
- Political sensitivity, understanding and awareness.
- Comprehensive knowledge and understanding of business support services.
- Strong analytical skills, including the ability to collect, interpret and utilise complex data to inform business decisions and support long-term planning.
- Strong knowledge and understanding of national and local government initiatives relevant to economic development, with expertise in aligning business support activities to strategic priorities.
- Strong strategic thinking and problem-solving capability.
- High-level stakeholder engagement and negotiation skills.
- Financial and commercial awareness.
- Ability to analyse complex data and translate into actionable strategies.
- Leadership and people management skills.
- Project and Programme Management skills.

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- Excellent verbal communication and interpersonal skills that inspire trust, encourage collaborative working and co-development.
- Influencing, negotiating and presentation skills.
- Excellent time management skills, with the ability to work to tight deadlines and constantly changing priorities.
- Ability to demonstrate a high standard of written skills including writing and presenting reports, briefing notes and decision records.
- Ability to work with sensitivity in a political environment. In particular, the need for personal authority, self-confidence, tact and diplomacy to liaise effectively in potentially confrontational situations.
- Ability to develop and maintain effective partnerships both within and outside the service.
- Understanding of performance management systems and experience of setting performance indicators and monitoring performance and quality against them.
- Ability to interpret and structure complex information, to present and explain it clearly both verbally and in writing to technical and non-technical audiences.
- Resilient and tenacious.
- Ability to adapt operational and business support strategies in response to changing market conditions and emerging opportunities.
- Ability to maintain confidentiality and acting with integrity when handling sensitive business and financial information.
- Knowledge and understanding of funding streams and how these can be accessed.
- Positive role model.
- Flexible approach to working arrangements.
- Ability to transport self around the North Lincolnshire geographical area in a timely manner.

Experience

- Extensive experience in managing business premises, including overseeing day-to-day operations and ensuring the efficient use of commercial property.
- Experience of working within commercially sensitive environment.
- Proficient in delivering a high-quality front of house service for commercial properties.
- Experience of working in partnership and/or collaboration with a range of stakeholders.
- Experience of advising and assisting businesses for sustained growth and development.
- Experience of budget management, including monitoring and controlling financial resources.

Creativity and innovation:

- Inspire and motivate a team working to deliver business growth and inward investment.
- Continuous innovation to redesign local delivery of business support.
- Constantly review resources to optimise value for money and identify opportunities for more effective working.
- Develops innovative and creative solutions to deliver the ambitions of the Council Plan and in the development and execution of the Economic Growth Plan.
- Contribute to regular financial and budget monitoring, address issues and deal with variances through researching alternatives where necessary.
- Provide innovative solutions for achieving key performance indicators (KPI's) and other targets and for resolving complaints.

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- Set targets and monitor progress of all staff to ensure service delivery is achieved.
- Manage and monitor the establishment of workloads within defined timescales and to budgetary targets, but with flexibility to meet changing priorities or customer needs.
- Innovative problem solving and dealing with and consulting with, members of the public and Council Members on the more complex service delivery issues and customer relations.
- Contribute to the development and use of appropriate IT hardware and software to aid analysis and presentation.
- Utilise all available data to inform a range of reports

Contacts and relationships:

The postholder will regularly deal with a range of complex and contentious strategic and operational matters, which will have significant implications on the service, the council and the people of North Lincolnshire.

- **Head of Service, Assistant Director, Director** – contact to advise and brief on matters relating to inward investment, economic investment, business support, and visitor economy and the escalation any issues of significance – weekly.
- **MP's, Cabinet Members & Elected Ward Cllrs** – to share information and recommendations, respond to enquiries and facilitate PR opportunities. Some matters may be complex and/or contentious and require significant levels of tact and diplomacy - monthly.
- **Local, regional and national organisations** – to represent North Lincolnshire Council within meetings and groups. These meetings can be both strategic and operational in nature - monthly.
- **Businesses** – to build strong and effective working relationships and provide targeted and specialist business support. Tact and diplomacy along with influencing and negotiation skills will be required – weekly.
- **Investors and partner agencies** – to build strong and effective working relationships. Frequent contact in the undertaking of projects and similar. String influencing skills will be required – weekly.
- **Government departments** – contact regarding current and future funding programmes and to jointly develop plans and strategies and to work in partnership for delivery - frequently.
- **Residents and communities across North Lincolnshire** – contact with communities to build strong relationships, identify need and jointly develop solutions forming the basis of strategic plans. Matters may be complex and/or contentious in nature – ad-hoc.
- **Greater Lincolnshire Mayoral Combined County Authority (GLMCCA)** – contact to ensure effective joint working - frequently.

Decision making:

- Identifies areas of risk and takes early action to mitigate potential issues.

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- Set targets and monitor progress of all staff to ensure project aims and service delivery is achieved.
- Makes operational decisions affecting daily service delivery, resource deployment and local prioritisation.
- Exercises discretion in responding to business enquiries, investors, and operational management of buildings within area of responsibility.
- Make recommendations on funding and grant programs to be deployed to support business growth.
- Provides professional recommendations to senior leaders and partners on complex matters or system barriers.
- Makes professional decisions on resource deployment and management within delegated authority, including oversight of workforce teams.
- Makes delegated decisions within agreed frameworks, ensuring compliance with legislative, financial, and Council requirements.
- Makes day-to-day decisions on staff performance, training, welfare, and health and safety.
- Implements strategic direction and systems.
- Analyses data and proposes decisions to improve standards, effectiveness, and outcomes.
- Makes decisions in relation to project management.
- Manages budget decisions and ensures financial compliance, value for money and service improvement.
- Monitors and evaluates policy and practice, determining when changes are necessary based on legislation, case reviews, council priorities, or local need
- Prioritises work and decisions to meet statutory compliance, and funding and assurance frameworks.
- Decisions influence economic outcomes, service performance and local reputation.
- Within the role of investigating officer, makes recommendations for future actions and/or improvements in response to external complaints or matters of internal conduct.

Responsibility for resources:

- Mobile phone (£200) and laptop computer (£760) to enable hybrid and/or agile working.
- May work at other locations up to 50% of working time.

WORK ENVIRONMENT

Work demands:

- Work is largely operational however; there will be strategic requirements to deal with that will impact on operational work.
- Manages frequently conflicting priorities and demands to meet tight and ever changing financial and project deadlines.
- There is a constant need to review priorities in order to achieve a proactive response to projects, service delivery and needs analysis
- Flexibility will be required to meet service demands.

Physical demands:

- Normal physical effort.

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Working conditions:

- Work will normally be carried out in an office environment but does require the post holder to visit various locations as need arises.
- Hybrid working is supported and agile working is in place in a number of locations across the authority and within some partner agencies.

Work context:

- The nature of the work may be demanding and challenging although there is minimal risk to personal health and safety.

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Position in organisation:

Indicate how many staff the post is directly accountable for: approximately 18 – 20

Are posts in more than one location? **Yes/No**

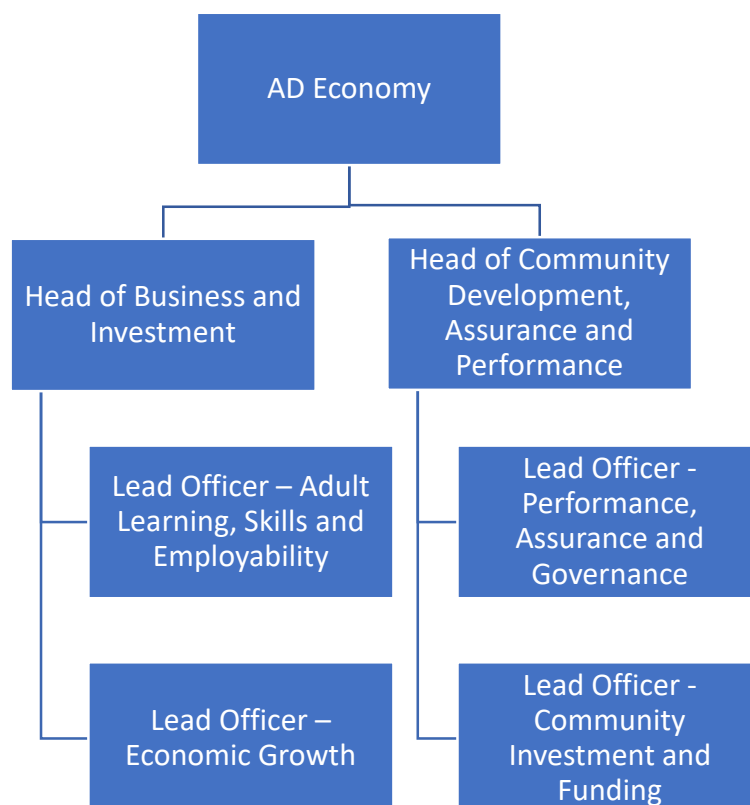
Is this at the same site? **Yes/No**

Are the posts managed highly mobile? **Yes/No**

Is the supervision/management shared with another post in the structure?

Yes/No

Please indicate which post(s)



Job Description Version Control

Date evaluated	29.5.26
Date updated	29.5.26
Updated by (manager name)	Kate Robinson
Checked by (HR name)	KK/JP

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ESSENTIAL CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	Application form (follow up at interview)
• IT literate, with the ability to use and interrogate a variety of systems. • Comprehensive knowledge and experience of the principles and practice of: ○ effective people management. ○ excellent customer service. ○ continual improvement using an evidence-based approach. ○ appropriate risk management and risk enablement. • Political sensitivity, understanding and awareness. • Comprehensive knowledge and understanding of business support services. • Strong analytical skills, including the ability to collect, interpret and utilise complex data to inform business decisions and support long-term planning. • Strong knowledge and understanding of national and local government initiatives relevant to economic development, with expertise in aligning business support activities to strategic priorities. • Strong strategic thinking and problem-solving capability. • High-level stakeholder engagement and negotiation skills. • Financial and commercial awareness. • Leadership and people management skills. • Project and Programme Management skills. • Extensive experience in managing business premises, including overseeing day-to-day operations and ensuring the efficient use of commercial property. • Experience of working within commercially sensitive environment. • Proficient in delivering a high-quality front of house service for commercial properties. • Experience of working in partnership and/or collaboration with a range of stakeholders. • Experience of advising and assisting businesses for sustained growth and development. • Experience of budget management, including monitoring and controlling financial resources.	
Knowledge, Skills and Experience	Interview
• Ability to analyse complex data and translate into actionable strategies. • Excellent verbal communication and interpersonal skills that inspire trust, encourage collaborative working and co-development. • Influencing, negotiating and presentation skills. • Excellent time management skills, with the ability to work to tight deadlines and constantly changing priorities. • Ability to demonstrate a high standard of written skills including writing and presenting reports, briefing notes and decision records. • Ability to work with sensitivity in a political environment. In particular, the need for personal authority, self-confidence, tact and diplomacy to liaise effectively in potentially confrontational situations. • Ability to develop and maintain effective partnerships both within and outside the service. • Understanding of performance management systems and experience of setting performance indicators and monitoring performance and quality against them. • Ability to interpret and structure complex information, to present and explain it clearly both verbally and in writing to technical and non-technical audiences. • Resilient and tenacious. • Ability to adapt operational and business support strategies in response to changing market conditions and emerging opportunities. • Ability to maintain confidentiality and acting with integrity when handling sensitive business and financial information.	

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- Knowledge and understanding of funding streams and how these can be accessed. - Positive role model.	
Education, Training and Qualifications	Original documents
- Degree level qualification in a relevant field or equivalent knowledge, skills and experience. - Management qualification or relevant professional experience. - Project Management qualification and/or relevant professional experience. - Demonstrates continual professional development within aspects of the subject area.	
Working Arrangements	Interview
- Flexible approach to working arrangements. - Required to be part of the council's Emergency Management arrangements. - Ability to transport self around North Lincolnshire in a timely manner and at short notice. - Agile working applies.	

DESIRABLE CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	Application form (follow up at interview)
Knowledge, Skills and Experience	Interview
Education, Training and Qualifications	Original documents
Working Arrangements	Interview

THE POST IS SUBJECT TO:
Disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974
No
Political restriction
No
The ability to speak fluent English under the Immigration Act 2016
Yes

Version Control	
Author	
Status	
Date approved	
Last updated	