Job Title: Growth Hub Manager  
Grade: 11

GRADE xx

Our Vision

A county where big ambitions, great connections and greener living give everyone the opportunity to prosper, be healthy and happy.

Our Outcomes

Everyone in Staffordshire will:

* Have access to more good jobs and share the benefit of economic growth
* Be healthier and more independent for longer
* Feel safer, happier, and more supported in their community.

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

* Ambitious – We are ambitious for our communities and citizens
* Courageous – We recognise our challenges and are prepared to make   
  courageous decisions
* Empowering – We empower and support our people by giving them   
  the opportunity to do their jobs well.

**About the Business and Enterprise Service**

The Business and Enterprise Service of Staffordshire County Council sets the strategy and direction and creates the conditions for growth in Staffordshire’s £18 billion diverse economy.

The Business and Enterprise team oversees a broad range of services along with other parts of the County Council’s Economy, Infrastructure and Skills Directorate including:

* The operation of our Enterprise Centres to enable our businesses and the wider economy to thrive.
* Funding advice and wider support to encourage new business start-ups, innovation, and opportunities for a more sustainable economy.
* Setting the direction and vision of our visitor economy on behalf of the Staffordshire Destination Management Partnership
* Planning Policy and Regulation work to shape the direction of future growth in Staffordshire and the management and safe operation of our minerals and waste resources.
* Physical Regeneration Projects revitalising Staffordshire’s communities and creating the conditions for growth for Staffordshire’s businesses and investment support activities to encourage new investors and facilitate local businesses to grow.
* A County Farms service offering tenant farm opportunities for new entrants to the farming sector or for those looking to expand their current businesses.
* Accountability for the Stoke on Trent & Staffordshire Growth Hub, the first point of contact for local businesses.

## About the Growth Hub Service

## Stoke-on-Trent and Staffordshire Growth Hub is part of a nationwide network of Growth Hubs currently operated and governed at a local level. The responsibility for the Growth Hub falls to Staffordshire County Council and Stoke on Trent City Council, managed through a Steering Group and reporting to the Leaders Board. The Growth Hub Manager will be directly managed through Staffordshire County Council but there will be a ‘dotted line’ responsibility to the Economic Development Manager at Stoke on Trent City Council.

## The Growth Hub plays a key role is in supporting the County and City to select, award and manage contracts for the supply of business support services. It plays an active role in striking the best contractual terms with providers, and in acting in the economic interests of Staffordshire and the City of Stoke on Trent and the businesses based there. As Accountable Body and employer of this post, Staffordshire County Council’s corporate strategy pledges to deliver value for money for residents and businesses and live within our means. A strong commercial approach involves understanding and shaping the Hubs spend, having robust processes in place, maintaining effective relationships with providers, and helping the Hub to make quality evidence-based commissioning decisions.

Reporting Relationships

Responsible to: Head of Funding Business & Enterprise

Responsible for: Business & Enterprise Support Officers

Key Accountabilities:

1. Drive best value and high performance of delivery organisations by directing and leading negotiations relating to business support requirements to maximise benefits in terms of continuous improvement and value for money.
2. Ensure that the needs of local business are embedded across the Growth Hub and into all decision making by gathering intelligence and establishing and understanding commercial business needs.
3. Responsible for ensuring that business owners are supported with appropriate activities to deliver their growth and diversification strategies by determining need and working with partners to ensure support is available and accessible.
4. Operationally accountable for ensuring that local, regional, and national business support strategies are translated into relevant delivery models. Challenge existing arrangements and find opportunities for efficiency through working with corporate services such as Legal, Finance and Procurement.
5. Responsible for ensuring visibility of business support services by working with partners to ensure appropriate communication and promotion is in place.
6. Responsible for monitoring existing spend and performance and identifying opportunities for improvement and researching and proposing alternatives.
7. Responsible for ensuring that the appropriate levels of contract and performance management are undertaken through direct management or by influence within the business area. This includes preparation and submission of regular reports and quarterly claims to the funders, lead organisations and partners in line with Schedule 1 and Schedule 3 criteria.
8. Provide management of direct staff reports to achieve corporate behaviours and objectives, coaching and empowering others to maintain and develop personal and organisational performance. Work closely with Stoke on Trent City Council to ensure a co-ordinated approach to business support.
9. Identify opportunities available to the business community and business support organisations by having knowledge and insight of emerging trends and market opportunities by building and maintaining relationships with key stakeholders and providers.
10. Develop and maintain insight into the needs of local business and the local provider market to identify maintain and improve the opportunities for local businesses and drive social value benefits for Staffordshire.
11. Liaison with key stakeholders and peers including the Department of Business & Trade/West Midlands Growth Hub Cluster/Local Authority partners/Business Support providers to achieve the regional and national government objectives and targets.

**Professional Accountabilities:**

The post holder is required to contribute to the achievement of the Council objectives through:

**Financial Management**

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

**People Management**

Engaging with People Management policies and processes

**Equalities**

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

**Climate Change**

Delivering energy conservation practices in line with the Council’s climate change strategy.

**Health and Safety**

Ensuring a work environment that protects people’s health and safety and that promotes welfare, and which is in accordance with the Council’s Health & Safety policy.

**Safeguarding**

Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

**Person Specification**  A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

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| --- | --- | --- |
| **Minimum Criteria for Disability Confident**  **Scheme \*** | **Criteria** | **Measured by** |
| **employer_small** | **Qualifications/Professional membership**   * Degree level qualification in relevant subject such as Business Support or Management Studies and/or equivalent demonstrable experience in a similar role | A |
| **employer_small** | **Knowledge and Experience**   * Significant experience working in a business support environment and contributing to the development of economic strategy. * Experience of successfully implementing effective outcomes in a cost effective manner. * Experience of negotiating and implementing organisational goals and objectives in a similar environment. * Substantial experience of working in partnership, to secure the delivery of objectives and outcomes. * Demonstrable experience of having worked effectively at operational management level. * In depth knowledge of the economic landscape and environment for businesses locally, regionally, and nationally and how these impact on SMEs * Substantial experience of building credible relationships with local business, with demonstrable understanding of operating within a commercial environment. * A thorough understanding of the current challenges facing local government and Growth Hubs * Financial and commercial awareness. * Demonstrable experience working with or in businesses to deliver growth. * Knowledge of commercial and performance Management | A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I |
| **employer_small** | **Skills**   * Ability to understand, adapt and respond to different perspectives and taking a cross organisational perspective, * Ability to foster and champion innovation, leading to the successful commissioning of innovative best in class services, further enhancing the County Council’s reputation. * Effective communication skills with a high level of influencing and persuasive skills across a diverse /audience. * Ability to think and plan strategically. * Resilient, and committed to the highest professional standards. * Probity, credibility that engages and commands the confidence of senior leaders, staff and stakeholders. * ICT skills * Effective planning and organizational skills   This post is designated as a casual car user | A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I |

**employer_small** If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, Braille, another language, on cassette or disc, please ask us by contacting **Liberata Employee Services Team on 01905 947446**

**Shared Services on 01905 947446**