

JOB DESCRIPTION

Job Title: Project Officer (UKSPF Growth Hub team)

Salary: Circa £28,000 (depending on experience)

Full time and initially fixed term to 31st March 2024, however likely to continue to March 2025, once funding has been confirmed.

Reports to: Growth Hub Development Manager

Job purpose / key role:

The role of GFirst LEP is to drive sustainable economic growth in the county, and by doing so, create jobs and business opportunities.

The Growth Hub Network, a key GFirst LEP project, is entering its ninth year of operation under a new funding regime the UK Shared Prosperity Fund (UKSPF). This role will be vital in supporting the delivery and administration of the project. The role involves multiple duties and responsibilities including project set up, monitoring and evaluation, the maintenance, updating and training of our CRM system, data quality assurance, creating reports, stakeholder and partner engagement, and support for our marketing and event functions. The role is integral to shaping this new phase of Growth Hub delivery and the experience of partners, clients, and staff. The role will suit someone who enjoys variety within their job role, has incredible attention to detail, excellent communication skills and can prioritise and manage multiple tasks simultaneously.

Main Duties/Responsibilities/Accountabilities:

- Working with the Growth Hub Development Manager, set up and implement project processes and procedures to ensure the successful delivery of the Growth Hub project and the requirements of the UKSPF service agreements.
- Identify key milestones and dependencies and develop robust monthly reporting methods to demonstrate progress and highlight any potential risks to successful project delivery. Conduct regular audits to identify areas of improvement and support the implementation of these.
- Provide data analysis and management information reports for monitoring and evaluation and identify trends so that opportunities/challenges can be taken/addressed.

- Work closely with managers and advisor teams at all Growth Hubs and the Growth Hub Development manager to support data quality assurance and ensure accurate and regular reporting against targets.
- Keep policy, procedure and guidance manuals updated and provide CRM and data compliance training to staff, partners, and providers.
- Support the maintenance of the CRM, including the creation of data requirements, implementation and roll out of new features and upgrades to enhance functionality and improve user experience.
- Support the management of existing and creation of new business rules within the CRM to develop the user experience. Ensure any changes to the systems are submitted through the correct procedures before implementing into the system.
- Work closely with the marketing team to support the development of a new Growth Hub website and other digital marketing functions. Maximise the value of the systems for marketing and data analysis, including the creation of data gathering assets such as contact forms and surveys.
- Take responsibility for data control and data compliance, ensuring the Growth Hub uses and stores data appropriately.
- Assist with the organisation of seminars, workshops, network meetings and promotional events as required.

PERSON SPECIFICATION

QUALIFICATIONS/EXPERIENCE	Educated to A-Level, NVQ 3 or equivalent and /or be able to demonstrate relevant business experience.
KNOWLEDGE	<ul style="list-style-type: none"> • A strong understanding of the key elements of project management and implementation. • Use of on-line tools for delivery of one to one and one to many activities – eg Teams, Zoom etc • Knowledge of data management systems to capture and evidence project activity.

<p>EXPERIENCE</p>	<ul style="list-style-type: none"> • Strong administration skills including experience of writing reports and presentations for multiple audiences. • Strong organisational skills, demonstrating the ability to multitask and manage multiple diaries and activities. • Clear and precise communications skills, demonstrating the ability to manage complex information and disseminate to multiple audiences. • Able to demonstrate the successful delivery of activities and initiatives working with a broad range of stakeholders. • Knowledge of digital marketing infrastructure including websites and social media channels.
<p>SKILLS – personal</p>	<p>Able to multi-task under pressure with a can-do attitude.</p> <p>Able to work on own initiative as well as part of a wider team.</p> <p>Able to provide a favourable and professional impression by demonstrating excellent communication and interpersonal skills.</p> <p>Able to relationship manage stakeholders and partners from the public and private sectors.</p> <p>Flexible and reliable.</p>
<p>SKILLS – technical</p>	<p>Demonstrate an ability to use IT proficiently using Microsoft packages (MS Word, Excel, PowerPoint; MS Outlook).</p> <p>Experience of using Client Management Systems.</p>

Job Context/Challenges:

- This role is part of a new funding contract for the Growth Hub project delivered over an initial fixed term period to end March 2024. It is, however, likely to continue to March 2025, once funding has been confirmed.
- The expectations of Local Authorities are that all activities will be carefully monitored and recorded to allow for a full evaluation of the project at a local and national level.
- To meet the required outputs and outcomes within the fix term period the project will be fast moving and heavily task orientated, involving engagement with multiple stakeholders.

Key Relationships:

Internal

- Other staff/team members – cross team working and reporting is essential to this to support and co-ordinate project delivery and wider GFirst LEP initiatives.
- Meet regularly with Growth Hub Development Manager to assess ongoing and evolving tasks and areas for personal focus/development.

External

- Stakeholders – provide clear and concise communications to a range of stakeholders. Work with Growth Hub managers and advisors to support reporting activity and continuous improvement of data capture.
- Intermediaries –to be able to support quality engagements and develop key relationships with all relevant intermediaries.
- Businesses – to assist development of all areas of business support, ultimately to enhance the economic performance of the region.

Decision Making Authority:

- Day to day decisions of how best to manage ongoing tasks and workload to meet personal objectives and targets.

Additional Information:

- The ability to travel throughout Gloucestershire would be of benefit to this role.
- You may be required to undertake such reasonable additional duties as required from time to time.
- We may reasonably vary your duties and responsibilities at any time according to the

needs of the Company's business.

- Occasional unsociable hours and travel.

Equal Opportunities Statement:

GFirst is an Equal Opportunities employer and seeks to ensure that all applicants are treated in a fair and non-discriminatory manner. Standardised recruitment processes are followed and all applications for posts are considered against pre-determined criteria relevant to the requirements of the post. Consistent with our Equal Opportunities Policy, the Company does not discriminate on any grounds including, but not limited to, race, ethnic origin, colour, sexual orientation, gender, marital status, disability, class, age, political belief, religion or belief.

Respect and Dignity at Work – 'Improving Working Lives'

GFirst is committed to equality of opportunity and diversity in the workplace; all managers and staff are responsible for ensuring that this is delivered in practice.

GFirst is equally committed to respect for other people and all managers and staff are expected to be clear of what is expected of them and for ensuring that they commit to this policy in their day-to-day working life.

GFirst will not tolerate any forms of bullying or harassment in the workplace.

Everyone has a personal responsibility to seek to improve his/her own and colleagues' working lives to create a healthy and productive working environment.

GDPR

GFirst LEP takes the security of your data seriously. We have internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by its employees in the performance of their duties.