

AMBITIOUS

CREATIVE

COLLABORATIVE

SUPPORTIVE

JOB DESCRIPTION

JOB TITLE:	Project Support Officer
MANAGED BY:	Enterprise, Inward Investment and Trade (EIIT) - Business Growth Manager
GRADE:	7

BACKGROUND

The West of England is an economic leader with an economy worth over £33 billion a year. With a population of over 1.1 million people, one of the highest rates of employment in the country, and over 45,000 businesses, the region competes on a global scale. The West of England is a place where highly-skilled people work, where ideas flourish, and where businesses grow. It's also a place that a diverse population of people call home.

The West of England Combined Authority was formed in 2017, to champion the region and drive clean and inclusive economic growth. As a result, significant powers and funding have been transferred to the region through the new Combined Authority and West of England Mayor.

Our aim is to deliver economic growth for the region and address some of our challenges, such as productivity and skills, housing and transport.

Covid-19 has had a big impact on the West of England, and we are leading the regional economic recovery, bringing people together to ensure our region remains a thriving, successful and innovative place to live and work. By joining the Combined Authority, you will be helping us with this important work.

The West of England Combined Authority is made up of three of the local authorities in the region - Bath & North East Somerset, Bristol and South Gloucestershire. Building on a strong track record of partnership working in the region, the West of England Combined Authority continues to work closely with North Somerset Council. The Combined Authority is also the accountable body for the West of England Local Enterprise Partnership.

PURPOSE OF THE JOB

The 'Enterprise, Inward Investment and Trade' service is responsible for delivering indigenous business support (via the West of England Growth Hub) and inward investment activity (via Invest Bristol and Bath), alongside a focus on international trade, to drive a joined up and effective business account management and support programme

Reporting to the Business Growth Programme Manager, the Project Support Officer will work in the Business Growth Team to support delivery within the Business and Skills Directorate.

You will undertake tasks in a specialist service area that supports the development, delivery and monitoring of activity aimed at supporting residents to start their own business and encouraging indigenous businesses in the West of England to be productive, thrive and prosper, driving sustainable inclusive economic growth.

Core to the Project Support role will be the ability to work confidently across a range of project disciplines and related tasks, including business engagement, event management & organisation and programme dashboard oversight and project monitoring required to support the management and delivery of the EIIT business plan.

KEY RESPONSIBILITIES

The role will encompass a range of administrative responsibilities and complex project support tasks in an innovative and often fast-paced environment, flexing and adapting with the needs of the Business and Skills directorate including:

- Supporting the Business Growth team in developing a range of varied project proposals and seeing them through to delivery. Specifically supporting the development and delivery of the Combined Authorities 'Good Employer Charter'
- Meeting and event management, including supporting the design, development and organisational logistics for a programme of events, diary management, minute taking and chairing or presenting where appropriate.
- Project promotion, working with the communications team and delivery partners, creating and delivering presentations to stakeholders and internal teams.
- Administration using a range of Microsoft Office tools, processing and query handling with internal and external teams including finance, procurement, IT, evaluation and audit
- Use of complex ICT systems at an administrator level, including liaison with database providers, developers and delivery partners for system administration, design of reports and audit tools, data audit, collation and analysis of data across project areas to inform project reporting and programme dashboard.

- Research as needed to contribute to project innovation.
- Support for a range of teams across the Business and Skills directorate as project priorities allow
- Any other duties commensurate with the role

PERSON SPECIFICATION

ESSENTIAL (MUST HAVE)

Qualifications and Knowledge

- Good standard of general education
- Excellent IT skills including Outlook, Word, Excel, PowerPoint and database entry and reporting

Experience

- Managing internal and public enquiries by phone, email and face to face
- Event management, including liaison with venues, logistics, invites, set up and delivery
- ICT support including system administration, designing reports, audit and analysis of data
- Providing administrative support in a fast-paced and innovative specialist service area
- Developing documents and presentations in a range of styles and formats
- Meeting support including diary management, minutes, chairing and presenting
- Promoting projects to internal and external stakeholders, including presenting to forums

Skills and Competencies

- Able to work as part of a team and build relationships with colleagues and partner organisations, with a focus on excellent customer service
- Excellent written and oral communications skills at all levels, with ability to create reports and presentations to a high standard with strong attention to detail
- Self-motivated, capable of planning and prioritising own workload to meet deadlines
- Flexible and agile with the ability to respond at pace to competing demands
- Public speaking, able to confidently present information to individuals and groups
- Appreciation of the importance of discretion and confidentiality
- Training and coaching, able to convey complex processes to a range of audiences

DESIRABLE

Experience

- Experience of providing a range of support in an innovative and fast-paced project environment
- Experience of administration in a complex political environment or similar

REWARDS AND BENEFITS

WECA staff receive:

- 25 days annual leave, rising to 30 after five years' continuous service, plus bank holidays, pro rata
- Auto-enrolment into the Avon Pension Fund
- Cycle to work scheme and secure bike parking
- Free eye tests for all display screen equipment (DSE) users
- Commuter Travel Club - WECA employees can sign up to receive discounted monthly bus tickets, unlimited bus travel for work or leisure within your chosen zone, automatic ticket renewal and price freeze for 12 months