

JOB DESCRIPTION

IDENTIFYING FACTS

Post Number:

Post Title: **Economic Development and Town Centre Manager**

Section: 'Investment, Growth and Tourism Department'

Responsible to: Strategic Place, Tourism & Town Centre Manager

Subordinates: Business Development & Grants Officer

Directorate: Operations and Commercial

Grade: [REDACTED] Grade F (Full Time, Permanent)

JOB PURPOSE

1. To provide the enthusiasm, passion and expertise to improve our town centres, to enhance the local economy and to be enjoyed by the people that work, live, visit and study here.
2. To identify, plan, manage and deliver projects to support the economic growth of Dover District.
3. To develop partnerships and relationships with key stakeholders and businesses to support economic growth.
4. To support the Head of Investment, Growth and Tourism as required, to deliver economic and regeneration priorities.

MAIN RESPONSIBILITIES

1. To identify, plan, manage and deliver projects that support the economic development priorities within the District's Plan for Growth, in conjunction with the wider team.
2. To identify opportunities and submit activity proposals that will enhance and promote the town centres. Once approved co-ordinate and manage projects through to completion.
3. To establish and maintain excellent relationships with:
 - a. our business community
 - b. a range of stakeholder and partner organisations including Local Authorities, Chambers of Commerce, Education providers and voluntary groups.
4. To work with and support the business community to provide an environment and tools for them to improve and grow. Encourage collaboration using existing or new channels.
5. To listen to and act upon information and concerns highlighted by our community, working with internal departments, partners and other stakeholders to rectify problems swiftly.
6. To co-ordinate a monthly 'walk through' of Dover town centre, to be attended by stakeholders to discuss and resolve issues and showcase improvements.

7. To conduct town centre tours for potential investors and entrepreneurs, showcasing the assets of each town and introducing them to local business owners.
8. To liaise with senior officers and elected Members including providing written and verbal briefings and presentations.
9. To undertake procurement and manage contracts.
10. To assist in writing reports, strategies, plans and funding bids.
11. To oversee and promote the work of the Business Development, Marketing and Grants Officer to ensure businesses are aware of available opportunities and funding.
12. Support the Head of Investment, Growth and Tourism to represent the district on strategic partnerships.

PERSON SPECIFICATION

Technical & Professional
• Excellent written and verbal communications skills. • Confidence to represent the Council on strategic partnerships • Ability to liaise and build effective relationships with Key Partners and stakeholders. • Ability to prioritise and organise workload. • Ability to manage staff. • Recent experience in a related field/role.
Knowledge
• Experience of delivering projects. • Knowledge of local businesses, especially in Dover, Deal and Sandwich town centres. • Proven interpersonal and communication skills (both internal and external customers) and customer service skills. • Good commercial sense with effective negotiating skills. • Knowledge of local government functions, governance arrangements and an appreciation of the challenges and opportunities arising from partnership working.
Qualifications
• Degree level (desirable) and/or facilities management and business development related qualification/experience. • 3/4 or more years' related experience. • Full driving licence and access to a vehicle (essential).
Communication
• Listens to others • Is approachable • Appreciates the views of others • Communicates information in a way that is understood • Adopts an open-door approach
Managing/Accepting Change
• Participates in planning the implementation of change initiatives • Suggests potential improvements in work practices • Reacts positively and flexibly to change • Explains reasons for change to internal and external customers • Encourages ideas for change from the team
Teamwork and Recognition
• Is focused on the achievement of team objectives • Respects different views, values and opinions • Participates as a team player • Solicits input from other team members

• Encourages and supports other team members
Managing Performance
• Takes responsibility for managing own performance.
Motivating and Developing People
• Provides support or direction, as required to do so.
Continuous Improvement
• Takes an active interest in the organisation to better inform decisions • Actively keeps themselves up-to-date of relevant changes within the organisation • Deals well with unpredictable problems • Demonstrates a willingness to take on issues that do not fall within their remit • Pro-actively provide information to other departments that affects them • Develops relationships throughout and outside the organisation to improve and share learning
Customer Focus
• Communicates a positive and genuine interest in their role and the organisation in their interactions with others. • Treats 'customers' with respect and sensitivity at all times. • Understands the diverse needs of the 'customers' and endeavours to tailor the services to meet those needs. • Deliver what is promised and be accountable. • Ability to flex style to meet 'customer' requirements.