



JOB DESCRIPTION

Role Title:	Project Manager – South East LEP Region Online Business Support (Start-Up, Digital & Grants Programme)
Location:	Home Based with occasional travel to South East LEP region
Reports to:	Operations Director
Salary Range:	£45,000+ (12 month contract)

Role Purpose:

	<ul style="list-style-type: none"> ▪ Manage and organise all operational aspects of the project, with responsibility for planning, budgeting, achieving objectives, reporting and evaluation ▪ Manage project staff, targets, workloads and appraisals ▪ Re-design and re-profile projects to meet changing priorities. ▪ Comply with contract set up and delivery procedures. ▪ Comply with company and contract requirements for procurement. ▪ Take day to day responsibility for running the projects ▪ Evaluate the programme on an ongoing basis, using fact based evaluation methods and in collaboration with funder and partner requirements ▪ Maintain good working relationships with partners, stakeholders and clients ▪ Seek business developments opportunities in line with the company strategy.
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Key Tasks:

1.	To provide overall management for projects and ensure appropriate governance and contractual conditions are in place.
2.	To ensure all contracts are delivered to time and meet contractual obligations and outputs.
3.	Coordinate project audits with the finance team ensuring all evidence is collated and documents are completed.
4.	To lead the team of brokers in terms of line management and performance appraisal obligations.
5.	Build effective relationships with partners, stakeholders and project beneficiaries

6.	Plan activities and execute them according to the detailed project plan, ensuring activities are completed satisfactorily Manage client interface including diagnosis
7.	To provide performance and financial information for stakeholders from South East LEP region and provide other statistical information as required.
8.	Accurately complete action plans/template and related paperwork in a timely manner and comply with project reporting and process requirements.
9.	To undertake other projects and activity as directed by the Chief Executive and senior team
10.	Contribute and monitor input to company CRM system and identify case study material to publicise the projects.
11.	To identify opportunities to develop new business and liaise with other project managers as appropriate

Please note: This job description seeks to provide an outline of the duties and responsibilities of the post. The post holder may be required to undertake other duties which fall within the grade of the job, in discussion with the CEO. It is not a definitive document and as a new post will be subject to review in conjunction with the post holder in light of service development or organisational change

PERSON SPECIFICATION: Programme/Project Manager

Programme/Project Manager
 Job Description/Person Specification
 April 2021

Please find below the key skills, experience and core behaviours required to undertake this post.

Skills, Experience, Qualifications and Behaviours:

- Demonstrable experience of managing major projects using a range of project management processes and tools
- Experience in delivering online (using Microsoft Teams or Zoom or equivalent) engaging workshops, training and masterclasses to business owners and employees
- Good working knowledge of digital tools including tools like Trello, Docusign, Microsoft 365, Basic Website fundamentals, Online event booking integrations (eg: Eventbrite)
- Knowledge and understanding of business support landscape and key stakeholders in order to deliver required outcomes of projects
- Knowledge and experience of the wider SME business support environment (ideally in the **South East LEP region** – not essential)
- Understanding of and ability to establish performance monitoring systems, including data collection and reporting to Senior Managers
- Uses a structured approach to problem-solving, looks for root causes, not just symptoms, involves team and seeks (and listens to) both facts and opinions to ensure sustainable resolutions and effective and timely delivery of projects
- Identifies, analyses, and responds to risks over the course of the project, minimising the consequences of adverse events and maximising the results of positive events
- Able to influence and negotiate with partners the scope, deliverables and timings of projects, ensuring the organisation is represented effectively and well within the process.
- Articulate and able to communicate effectively, self-confidently and with influence, orally and in writing, through a range of media and with people at all levels
- Effective line manager with experience of dealing with different teams delivering a range of business support projects. Encourages and enables people to work together as a team to accomplish the project
- Effective time management of both self and team
- An understanding of the impact of organisational change and experience of managing staff and organisations during a period of change
- Budget setting capability and financial awareness. Effective planning to estimate, and control costs so that projects can be completed within the approved budget
- Customer focused to nurture and maintain effective relationships with peers, partners, stakeholders and project beneficiaries
- Builds a commitment to excellence and a common purpose by promoting WSX's vision, values and business priorities to the team and external stakeholders

Project Overview:

Title of Programme	Project 1: Business Success Programme (Pre/Start-ups) Project 2: Adapting With Digital – Retail & E-Commerce
Programme summary (maximum 100 words)	Lot 1: Business Success Programme will be an online only series of business start-up courses, 121's and a specialist week-long event supplemented by a 24/7 Start-Up App and portfolio of learning materials. A white labelled programme designed to complement the SELEP region's existing business support infrastructure. Lot 2: Adapting With Digital will be a programme of business support driven by a 100% online delivery model consisting of awareness events, masterclasses, 121's specialist week long events and a pool of online support resources. A white labelled programme designed to complement the SELEP region's existing business support infrastructure.

Note to Applicants

These key skills and core behaviours will be used in the decision making process for recruitment. Please give examples of how you have exhibited these behaviours in your previous role(s). It is essential you address each of these on the application form on the section for supporting information.

Be as specific as possible, we cannot guess or make assumptions, but will assess your application solely on the information provided. Try to provide evidence, by examples, where possible, of skills, knowledge and experience contained in this person specification