



JOB DESCRIPTION

Job Title	Service Manager – Enterprise and Investment		
Directorate	Economic Development, Skills and Climate		
Reporting to	Head of Economic Prosperity		
Grade	8		
Evaluation ref:	RP249	Job Family ref:	
Role purpose			
<ul style="list-style-type: none">• Lead on business, enterprise and investment aspects of the Economic Prosperity Service, overseeing a team of economic development professionals.• Provide expertise and strong management to drive performance and to commission and/or deliver the Council's priorities and meet service targets, as a member of the Council's Senior Management Group.• Provide clarity, management and motivation in delivering the New Operating Model, the County Plan and other Council transformation programmes as required.• Ensure the effective understanding and operation of any specific statutory or regulatory duty contained within the role.• Advise Members, Heads of Service and Directors in respect of operational planning and commissioning, policy matters and service delivery issues and engage with partners in the promotion, communication and delivery of services.			
Accountabilities			
<ul style="list-style-type: none">• Create, agree and deliver service plans and prioritise activities and projects.• Identify and deliver opportunities for service change and improvement and scope, plan and manage change in corporate and professional activities.• Review performance outcomes and customer feedback in order to meet customer requirements and to increase operational efficiency and effectiveness.• Optimise the use of financial and other resources (including commissioning frameworks, income streams etc.) to locally commission and deliver services on time, to budget and to the quality standards required.• Recruit, review the performance of, and ensure the development of, individual professional and other team members.• Operate information and communication systems to provide business and management information used to support and inform operational decision making.• Develop and maintain effective personal networks with partner agencies, suppliers and contractors etc. in order to maintain continuity and quality of service.• Communicate clearly and succinctly and use influence and persuasion to negotiate and achieve service objectives.• Responsible for the management of a team in order to ensure development of/delivery of the Economic Development Strategy for Somerset.			

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- Responsible for the commissioning, through a range of agencies and bodies, of economic development services as required and/or the promotion and development of tourism, inward investment and business support.
- Contributes to the process which results in the development/review of economic growth and regeneration strategies for approval by the relevant partnership groups and elected Members. These strategies inform the County Plan priorities and commissioning requirements for the service/partners.
- Plays a key role in the negotiation and review of the County Plan and other strategic and operational targets. Ensures that evidence is prepared by the policy team, leads routine negotiations and advises about contentious issues needing resolution.
- Ensures the commissioning of economic development services, in relation to business support, business resilience, tourism, inward investment, sector development, and business competitiveness. It entails shaping of service requirements as circumstances change, undertaking appropriate commissioning and procurement processes, monitoring delivery and performance of the providers.
- Provides support to the Head of Economic Prosperity and the relevant Executive Member in ensuring Somerset exerts effective influence on Government and other (sub)regional bodies in support of the Council's strategic economic development objectives.
- Ensures that sustainability issues are suitably incorporated into economic strategies. Provides a leadership role to ensure that the implications of sustainable development are incorporated into planning the Group's policy development and commissioned services.
- Provides support in relation to main Government funding programmes including local growth funding. Oversees bidding, programme management, monitoring and review.
- Ensures the provision of support to the Major Projects and Regeneration team in the delivery of programmes. Deploys the resources of the team to support strategic delivery of specific schemes.
- Responsible for reporting progress on programmes/project delivery and delivery through commissioned services to the key governance groups.
- Provides strategic guidance to senior managers, the Policy Team and stakeholders about how complex national and regional policy impacts on and influences local policy and strategy. Ensures that SC corporate themes are incorporated in economic policy

Knowledge / Experience / Skills

	Essential	Desirable
Knowledge		
Highly developed competency in project management.	X	
Associated knowledge of risk management, financial management and business case development.	X	



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Understanding of evidence- based commissioning.	X	
Aptitude for partnership working in the development and delivery of projects and services.	X	
Insight into the role of local authority in designing and delivering interventions that develop the local economy.	X	
Creativity in designing these interventions and securing resources to deliver them.	X	
Strategic insight into local economic trends and issues and Government policy context for Economic Development.	X	
Knowledge of the business, enterprise and investment context locally, regionally and nationally.		X
Knowledge and understanding of external funding mechanisms.		X
Insight/working knowledge into development and planning issues		X
Experience		
Experience of commissioning/managing economic development projects and services.	X	
Experience of developing business cases and using evidence to shape commissioning activity.	X	
Experience of identifying, securing and/or managing external funding.	X	
Contract and consultancy management experience.	X	
Experience of working in multi-agency partnerships and achieving outcomes across organisational boundaries.		X
Experience of making presentations to a range of audiences in formal and informal settings.		X
Qualifications / Registrations / Certifications		
Degree level qualification in planning, economic development/regional studies, business studies, marketing or similar.	X	
Professional qualification in economic development or a related discipline.		X
Project management certification.		X
Training in strategic planning and policy development.		X
Certification in procurement and contract management.		X



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Continuous professional development in economic development.		X
Skills		
Strong leadership and team management skills.	X	
Strong analytical and problem-solving skills.	X	
Excellent communication and interpersonal skills.	X	
Ability to develop and maintain effective partnerships.	X	
Strong project management and organisational skills.	X	
Ability to interpret and apply policy and legislation.	X	
Proficiency in data analysis and reporting.		X
Ability to manage multiple priorities and meet deadlines.		X
Working Conditions		
This role involves working within a dynamic and supportive local authority environment. Candidates should be prepared for the following conditions:		
<ul style="list-style-type: none">Work Hours: Standard working hours are 37, with occasional requirements for evening or weekend work to meet project deadlines or attend community events.Location: The primary work location is the Firepool Centre for Digital Innovation (FCDI), with some opportunities for remote work as per organisational policies.Travel: Some travel within the local area may be required for meetings, site visits, and community engagement activities.Work Environment: The role involves working both independently and as part of a team, with access to modern office facilities and resources.Health and Safety: Adherence to all health and safety regulations is mandatory, ensuring a safe working environment for all employees.		
Dimensions of the role		
Working Arrangements		
Somerset Council's dynamic Working Strategy will be applied to this position		
Corporate Accountabilities		
<ul style="list-style-type: none">Provide clear leadership to deliver the Council's strategic priorities and meet the Council's financial targets, as a member of the Directorates Senior Leadership Team.Update and advise Elected Members in respect of operational and policy issues in relation to the Services team or teams.		



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- Lead teams with a clear identity in terms of flexible and responsive ways of working, inclusive and diverse culture, and high level of employee engagement and wellbeing.
- Undertake representational and communication duties on behalf of the Council to promote and protect the Council's interests in matters concerning their specialist areas.
- Create, monitor, and review frameworks of performance measures and quality standards to be applied in the delivery of services.
- Function as an ambassador for the Council promoting, both internally and externally, the Council's vision, strategic aims, and values.
- Value the diversity of Somerset's communities ensuring equality of access and treatment in service delivery and employment.
- Function as a role model for Somerset's vision and values. Promotes a culture of continuous improvement that encourages creativity and innovation to ensure services are efficient and develop the potential and flexibility across the Council and its workforce including the motivation and development of employees within the service teams.
- Ensure that the service places a high value on customer responsiveness by demonstrating a commitment to meeting and involving the broadest range of direct and indirect service users, citizens, customers, communities, and businesses.
- Support the delivery of the Council's key strategic aims and objectives ensuring understanding and commitment from staff from across the service.
- Support Corporate and Directorate and service specific transformational change programmes with the aim of maximising efficiency, modernising services, and achieving better outcomes and opportunities for service users and customers.
- Ensure flexibility in reacting to the needs of the Council, its' customers and partners supporting a culture of continuous improvement.
- Ensure compliance with all relevant legislation, the Council's standards of conduct, organisational policy, and professional codes of conduct to uphold standards of best practise.
- Accountable for compliance with all relevant health and safety legislation and Somerset Council H&S policies.

Date: