**Job Profile comprising Job Description and Person Specification**

**Job Description**

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| **Job Title:**  Local Growth Officer (High Streets) | **Grade**:  PO2 |
| **Section:**  Economic Development | **Directorate:**  Chief Executive’s Group |
| **Responsible to following manager:**  Head of High Streets and Local Growth | **Responsible for following staff:**  N/A |
| **Post Number/s:**  RWCE828 (Richmond)  RWCE829 (Wandsworth) | **Last review date:**  February 2021 |

**Working for the Richmond/Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure there are opportunities for progression that only a large organisation can provide.

**Job Purpose**

* To further the sustainable growth and vitality of the boroughs’ high streets and town centres by supporting projects and activities and providing a first point of contact for businesses and other stakeholders.

**Main Duties and Responsibilities**

1. Support the Head of High Streets and Local Growth in developing prosperous and sustainable town centres, including the operation of town centre grant schemes, supporting local activities, working with town centre stakeholders and the production of town centre reports and updates.
2. To support engagement with BIDs and local town centre and business associations, including supporting the borough’s forums, networks and other partnerships as required.
3. To support – and, where appropriate manage, – specific projects and initiatives such as business facing events; , town centre events, business publications; public realm projects, shop front improvements, environmental projects, local and borough wide campaigns.
4. To provide a first point of contact for high street businesses, entrepreneurs and town/local centre stakeholders, maintaining effective enquiry handling and accurate databases and a client management approach
5. Work closely with communications leads to develop high quality, effective marketing and promotion for the initiatives and related events through various channels, including social media.
6. Provide administrative support for high street activity including arranging meetings, minuting, maintaining effective filing systems and contact databases.
7. Support financial monitoring of initiatives to enable effective budget control and ensure that contract reporting and payments are made in a timely manner and in line with council procedures.
8. To source, compile and collect an evidence base for town centres to enable issues and opportunities to be identified and responses to be developed.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
* To adhere to security controls and requirements as mandated by the SSA’s policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
* To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Additional Information**

Occasional evening or weekend working will be required to deliver the role.

**Current team structure**

**Person Specification**

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| --- | --- |
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**Our Values and Behaviours[[1]](#footnote-1)**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular –

* taking responsibility and being accountable for achieving the best possible outcomes – a ‘can do’ attitude to work
* continuously seeking better value for money and improved outcomes at lower cost
* focussing on residents and service users, and ensuring they receive the highest standards of service provision
* taking a team approach that values collaboration and partnership working.

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| **Person Specification Requirements** | **Assessed by**  **A**  **&**  **I/ T/ C (see below for explanation)** |
| **Knowledge** | |
| Good general understanding of the role of economic development in a local authority setting. (Essential) | A/I/T |
| Good awareness of the challenges facing the high street and town/local centres. (Essential) | A/I/T |
| Good awareness of and sensitivity to the needs of small and large businesses. (Essential) | A/I/T |
| **Experience** | |
| Supporting the development and commissioning of projects and services. (Essential) | A/I |
| Writing and preparing effective communication and marketing material for a business audience. (Desirable) | A/I/T |
| Oversight of grants and contracts and maintaining accurate financial records in relation to project budgets and expenditure. (Desirable) |  |
| **Skills** | |
| Developing and maintaining effective, positive relationships with businesses, Council Members, other services and stakeholders. (Essential) | A/I |
| Developing and maintaining effective contact data using appropriate systems to inform communication and tracking of engagement. (Essential) | A/I |
| Accessing, analysing and using business and town centre related performance data to inform project development and delivery. (Desirable) | A/I |
| Coordinating and leading partnerships and forums to deliver shared interests. (Essential) | A/I |
| **Qualifications** | |
| Degree level qualification. (Desirable) | A |

**A – Application form**

**I – Interview**

**T – Test**

**C - Certificate**

1. These values and behaviours will be developed further as the SSA becomes established. [↑](#footnote-ref-1)