



TEES VALLEY  
COMBINED  
AUTHORITY

TEES VALLEY MAYOR

## APPLICATION FOR EMPLOYMENT

Thank you for the interest you have shown in the vacancies within Tees Valley Combined Authority.

Completed forms can be e-mailed to [recruitment@xentrall.org.uk](mailto:recruitment@xentrall.org.uk) or posted to **Xentrall Recruitment Services, PO Box 891, Stockton on Tees, TS19 1JT**, marking the envelope in the top left hand corner with the post reference number.

In accordance with our recruitment procedures, your application will only be considered if it is received on or before the closing date as shown in the advertisement.

In the interests of economy, applications received via the post are not automatically acknowledged. If you require confirmation that your application has been received please enclose a stamped addressed envelope or telephone 01642 526992.

If you have not been contacted within 4 weeks of the closing date for receipt of applications, please assume that on this occasion your application has not been successful.

## **Business Gateway Manager**

### **Vacancy ID: 010719**

Salary: £36,876.00 - £41,675.00 Annually

Closing Date: 19/01/2020

### **Benefits & Grade**

Grade M / N depending on experience

### **Contract Details**

Permanent

### **Contract Hours**

37 hours per week

### **Job Description**

Tees Valley is where five distinct boroughs come together to make one exceptional destination in which to invest, live, work and visit.

The Tees Valley Combined Authority has made huge progress since its creation over two years ago, taking on devolved responsibilities from Government for transport, infrastructure, skills, business investment, and developing local collaborations on culture, tourism and housing.

These powers are backed up by substantial funding, a ten-year plan (approved in 2019) outlines how £588million worth of spending will support the creation of 16,785 jobs and an additional £1.48billion to the area's economic output.

The investment plan, which supports the delivery of the Combined Authority's Strategic Economic Plan was first launched in 2017 and includes £20million for a major transformational project in each of the five local authority boroughs, and an indigenous Growth Fund of £50million to improve and revitalise towns and communities.

We're proud of our historical impact across the globe – from celebrated explorers and introducing the first passenger railway to providing the steel that built the modern world.

That legacy lives on today in the area's rail and engineering industries, our deep-sea port and advanced manufacturing heart. Tees Valley is also a dynamic business location for digital and creative technologies, and a leading destination for process industry and new energy companies. We love our diverse region, the five boroughs and their unique strengths that make Tees Valley greater than the sum of its parts, where the industrial skyline impressively frames rolling green landscapes and beautiful coastlines. A place of cultural and economic growth.

As Business Gateway Manager, you will become a key part of the team focused upon developing and delivering an ambitious programme of business support and funding measures which will commence delivery from January 2020. This is an opportunity to get involved from an early stage, contribute to the planning process and help build a service which will have a real impact on Tees Valley businesses for years to come.

For detailed information on this role, please refer to the Job Description and Person Specification and for more information, visit [www.teesvalley-ca.gov.uk/jobs](http://www.teesvalley-ca.gov.uk/jobs).

If you would like an informal discussion about the post, please contact Mike Russell on 01642 526459 or at [Mike.Russell@teesvalley-ca.gov.uk](mailto:Mike.Russell@teesvalley-ca.gov.uk)

An online application form and further information is available from [www.stockton.gov.uk/job-vacancies/](http://www.stockton.gov.uk/job-vacancies/). Alternatively you can contact Xentrall Recruitment Services, Tel: (01642) 526992 or email [recruitment@xentrall.org.uk](mailto:recruitment@xentrall.org.uk)



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### JOB DESCRIPTION

**Post Title:** Business Gateway Manager  
**Post Reference:** TVCA 217  
**Grade:** M / N  
**Responsible to:** Business Finance Manager

#### Job Purpose

As a forward thinking and commercially focussed Mayoral Combined Authority, TVCA is currently working to develop and implement the next phase of its Growth Hub and business support offer from 2020 onwards. Currently the Tees Valley Growth hub (branded as “Business Compass”) operates under a subcontract arrangement with an external service provider, which is due to end during 2020

This role will initially support the Business Finance Manager to deliver the Growth Hub transition from an outsourced contract arrangement to an in-house service, working with stakeholders and funders to maintain high levels of delivery performance through the transition period and providing input and support during planning and operational roll out of new arrangements.

Thereafter the post holder will take a key role in the operational management the in-house service and associated programmes

#### Duties & Responsibilities

1. Support the Business Finance Manager to deliver the operational aspects of the transition between an outsourced Growth Hub service and a proposed in-house Business Gateway delivery model.
2. Take ownership of forward planning of TVCA Business Gateway advisors workload ensuring resource is optimised and a high level of operational utilisation is maintained
3. Manage the process of developing and subsequently monitoring operational performance reporting across TVCA's business support programmes. Contributing to the design and, production, of performance and monitoring reports, which should drive performance in line with specified outputs and ensure continuous improvement of the offer.
4. Take management responsibility for TVCA Business Gateway's business facing contact points including telephone enquiries, electronic applications and other referrals. Developing and managing initial data capture and eligibility checking processes and the process of resource managing the team of TVCA Business Gateway advisors.
5. Lead on implementation and ongoing development of the Business Gateway CRM system ensuring data is captured in line with the requirements of each individual TVCA business support programme and liaising with external delivery partners to agree data sharing and collection principles which must remain compliant with GDPR and any future data protection regulation.

6. Manage user feedback and complaints received by the Business Gateway service and linked support programmes developing the feedback management response process and ensuring appropriate follow up actions are taken and lessons learned captured.
7. Develop and manage a cyclical programme of communications and engagement between TVCA and Gateway partners ensuring that the Growth Hub is in regular communication with key business support providers.
8. Support the Business Finance Manager to develop and manage appropriate governance processes for the Business Gateway and take responsibility for organising governance meetings, forums and reporting.
9. Develop an up to date knowledge of the range of business support available to businesses in the Tees Valley and maintain the knowledge base on behalf of the Growth Hub.
10. Act as a point of contact and develop good working relationships with partner organisations, government and a range of internal and external stakeholders, to assist in the development and delivery of the Tees Valley Business Gateway programme.
11. Work directly with sub contract and other partners receiving programme funding via TVCA and monitor/ manage performance against agreed targets.
12. Support the on-going development of the performance reporting and appraisal of the TVCA Business Gateway and related programmes.
13. Support the procurement and manage external advice and technical guidance where appropriate.
14. Work with the Legal and Commercial Manager on development and implementation of legal agreements linked to delivery of Growth Hub services and Programmes.
15. Deputise for the Business Gateway Manager as required.
16. Manage the Business Gateway Co-ordinator and any other staff allocated.
17. Undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post.
18. Ensure compliance with Corporate Governance procedures, procurement regulations and the Data Protection Act.
19. Work flexibly and undertake such other duties and responsibilities commensurate with the grading and nature of the post.
20. Take reasonable care of your own health & safety and co-operate with management, so far as is necessary, to enable compliance with the authority's health and safety rules and legislative requirements.
21. To ensure that all clients both internal and external, receive a consistently high quality level of service.



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## TEES VALLEY COMBINED AUTHORITY PERSON SPECIFICATION

**Post Title: Business Gateway Manager**

Qualifications and Experience			
Criteria	Essential	Desirable	Method of Assessment
<b>Qualifications and Education</b>	Educated to Graduate level in a relevant discipline and/or a recognised professional qualification in a directly related area of work or an equivalent level of demonstrable direct work related experience.		Application form
<b>Experience and knowledge</b>	<p>Demonstrable track record of working in regulated business support in a co-ordination/resource management capacity</p> <p>Experience of managing communications between a wide range of partners within the public and private sector against a politically sensitive backdrop</p> <p>Experience of seeking, negotiating, agreeing and obtaining relevant data from various sources needed to produce indicators.</p> <p>Proven track record of using data and indicators to drive operational performance and in particular challenging and acting upon weak performance.</p> <p>Experience of analysing, monitoring, reporting, disseminating and presenting performance data and other information to a variety of</p>	<p>Experience of managing different regulated or public sector funding streams including UK national and European (e.g ERDF, ESF etc.)</p> <p>Knowledge of the Tees Valley economy and labour markets including economic drivers, opportunities and threats.</p>	Application and interview

	<p>audiences within the public Sector and their partners.</p> <p>Experience of setting up and operating programme management support systems in a multi-disciplinary team.</p> <p>Proven knowledge and understanding of financial concepts and a high level of general numeracy.</p> <p>Fully IT literate with experience of working with Microsoft Office applications (Word, Excel, Outlook).</p>		
<b>Skills</b>	<p>Ability to manage complex projects and programmes in a partnership setting with tight deadlines.</p> <p>Ability to manage sensitive and confidential information, and knowledge of data protection and data security, where relevant.</p> <p>Proven competency to collate, interpret and communicate complex technical information to assist senior management in the development of strategy and Growth Hub planning</p> <p>Excellent communication and report writing skills</p> <p>Proven ability to work sensitively with a range of key stakeholder organisations, local authorities and central government departments.</p> <p>Ability to manage a multi-disciplinary team and represent the organisation in a professional manner.</p>	The ability to communicate orally and in writing with a range of people, particularly public and private organisations.	Application and Interview
<b>Personal Attributes</b>	<p>Strong Self-motivation and a 'can do-attitude'.</p> <p>Highly organised and flexible to manage several on-going tasks.</p>		Interview

	<p>Produces work to a high standard and motivates others to do likewise.</p> <p>Organised, adaptable and responsive to change.</p>		
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## **Conditions of Service**

### **General**

Conditions of service generally are those contained in the appropriate National Joint Council Schemes. The relevant Handbooks are available for reference in all departments.

### **Office Hours**

The normal working week is 37 hours, from 8.30 a.m. to 5.00 p.m. (4.30p.m. on Friday). There is a flexible working hours scheme in operation.

### **Annual Leave**

The basic annual leave entitlement is 26 days plus 8 public holidays. Employees with 5 years continuous service receive 31 days annual leave.

### **Sick Pay**

Most employees are covered by the provisions of the nationally agreed sick pay schemes which allow periods of absence on half pay and full pay according to length of service.

### **Pension**

You will automatically be entered into the Local Government Pension Scheme (LGPS) unless you choose to opt out. This is a contributory pension scheme and meets Government standards for automatic enrolment. If you do not opt out within three months of joining the LGPS, you will not be eligible to receive a refund of your contributions but will instead be given deferred benefits within the Scheme. If you decide to opt out of the Scheme your employment, earnings and age will be monitored in line with automatic enrolment guidelines.

### **Medical Examination**

Before commencing your employment, you will need to complete a medical questionnaire and may be subject to a medical examination.

### **Probation**

New entrants to Local Government will be required to complete a six month probationary period.

### **Equal Opportunities**

The Authority is working towards an environment where all employees receive equal treatment regardless of gender or gender reassignment, marital or civil partnership status, sexual orientation, age, disability, race, religion or belief, social origin, pregnancy and maternity.

### **Job Sharing**

A voluntary Job Sharing Scheme is in operation. Applications to job share are welcome and there is no requirement for you to apply with a partner.

### **Payment of Salaries**

Salaries are paid monthly on the last working day of the month. All payments are made by credit transfer direct to a nominated bank or building society.

### **Smoking Policy**

The Authority operates a No Smoking Policy.

### **Politically Restricted Posts**

The Local Government and Housing Act 1989, as amended by the Local Democracy, Economic Development and Construction Act 2009 designate certain posts as politically restricted. If this is the case it will be detailed on the job description and means that you would be disqualified from being a member of a Local Authority, the House of Commons or of the European Parliament. Further information is available upon request.

**Rehabilitation of Offenders Act 1974**

Having a criminal record will not necessarily bar you from working for the Authority. This will depend on the nature of the post and the circumstances and background of your offence(s). To assist the Authority in determining the suitability of your employment, certain posts are subject to a DBS check. If this is the case an appropriate statement will appear in the recruitment advertisement.