

Thames Valley Chamber of Commerce and Industry

JOB DESCRIPTION

Job Title:	Policy & Inward Investment Executive
Department:	Policy & Inward Investment
Responsible to:	Head of Inward Investment & Policy
Accountable to:	Head of Inward Investment & Policy
Liaises with:	Head of International Trade & Compliance Marketing & Communications team Business Managers

Job Summary:

The role involves: (i) helping coordinate, develop and support the delivery of inward investment and re-investment and policy services, and; (ii) the effective running of the policy activities of the Thames Valley Chamber (TVC) across the membership area and with our wider membership, business and strategic partners (including commercial partners, LEPs, local authorities, the Department for International Trade (DIT), local Universities and the British Chambers of Commerce [BCC]).

Principal Responsibilities:

1. Inward Investment Related:
 - Enquiry handling and managing data base(s);
 - Hosting inward investment visits and co-ordination of the soft-landing support;
 - Supporting in account managing sponsors relating to inward investment;
 - Managing and updating the information available to support inward investors;
 - Co-ordinate with International Trade Team to develop relationships with DIT (UKTI) and overseas Chambers;
 - To support the TVC's engagement and interaction with DiT to promote the region, maintain a strong project pipeline;
 - Secure TVCC involvement in providing and delivering direct and indirect (via LEPs) inward investment services;
 - Identify and deliver proactive means of generating new enquiries;
 - To assist in the identification, development and delivery of a targeted programme of sector and market driven events and activities that best showcase the region to prospective inward investors;
 - Facilitate, where appropriate, introductions with recently established inward investors (to the Member Services team) and engage in TVCC related activity and promote the benefits of membership;

- With support from the Marketing & Communications team, manage the www.thamesvalley.co.uk inward investment portal;
- Responsible for the coordination of reporting and timely billing and collections of inward investment sponsorship.
- To help coordinate and manage specific event related activities, including business roundtables and, working alongside Member Services, initiatives such as the Tomorrow's Global Brand programme.

2. Policy Related:

- To work closely with the Marketing & Communications team to deal effectively with policy related enquiries from press and other media organisations;
- To provide reports as required to maintain the Europe Direct Information Centre (EDIC) contract;
- To lead and be proactive in the delivery of the policy area. Duties will include developing policy toolkits for Local Chambers and assist the Head of Inward Investment & Policy in the formulation of the Chamber's manifesto for business;
- To lead and manage the response to all incoming enquiries from members, non-members and internal customers regarding Chamber policy or business issues in a professional, friendly and efficient manner;
- To coordinate and manage cross-department relations, including:
 - Undertake policy and external affairs activities, notably business-related policy.
 - Assist in informing the national-policy (to BCC) & developing Chamber policy statements and 'policy stance/approach'.
 - Recommend and co-ordinate specific policy and promotional campaigns.
 - To develop greater awareness and measurable contribution to the Quarterly Economic Survey (QES).
 - Provide platforms for dialogue both in meetings and via new media.
 - Maximise the effectiveness of Chamber representation in the local, regional and where appropriate inter/national (inc. online) media and medium.
 - Liaise with and engage key influencers and stakeholders across the region and where appropriate nationally.
 - Ensure the smooth running of the policy areas of the department.

Person Specification:

The post calls for an individual with a good knowledge of how (a) local, regional and national government and their stakeholders (e.g. Local Enterprise Partnership's) and; (b) key account management, business development and inward investment and re-investment works.

The candidate should hold at least a degree or professional qualification equivalent in a relevant subject and be capable of dealing tactfully with the most senior figures in business, politics and the civil service.

The successful candidate will need to be proactive, flexible, self-motivated; organised, and assertive. Time management skills are essential to the role. Knowledge of different types of business, both public & private

sector, together with diplomacy to ensure success, will prove a major advantage. S/he will have proven proficiency in driving forward objectives and meeting deadlines.

Essential	Desirable
Education, Training and Qualification	
<ol style="list-style-type: none"> 1. Relevant degree qualification and/or professional equivalent. 2. Evidence of continued professional development (CPD) and personal training. 3. Relevant professional experience, inc. economic development, inward investment, public / government affairs, etc. 4. Direct experience of working in/around a political/Government and business environment. 	<ol style="list-style-type: none"> 1. Professional and/or related association membership, e.g. Project Management. 2. Strong policy background (e.g. report writing; interpretation and analysis) through educational training and qualifications. 3. Business development and/or key account management training. 4. Direct experience of working with business leaders (Director/owner-managers) at the most senior levels.
Knowledge and Understanding	
<ol style="list-style-type: none"> 1. Proven track record of achievements and applying professional experience, incl. key account management, project management, economic development, business development, campaigns and event organisation. 2. Knowledge, understanding & appreciation of business, commercial sectors and key markets. 3. Evidential political sensitivity and awareness. 	<ol style="list-style-type: none"> 1. Understanding/appreciation of issues & factors that influence decision makers, particularly inter/national investors and politicians. 2. Understanding of international inward investment processes and policies, including key challenges and opportunities. 3. Understanding of sector and market-based marketing and data analysis. 4. Knowledge and understanding of the importance and value of sustaining effective partnership working.
Skills	
<ol style="list-style-type: none"> 1. Listening – proven ability to listen and apply listening skills to the role. 2. Effective Communication – evidence of being an effective communicator, incl. verbal reasoning, report writing and presentations (Word / Powerpoint / Info-graphics), use of online and virtual medium. 3. IT – ability to use standard IT software packages and spreadsheets, inc. proven 	<ol style="list-style-type: none"> 1. Ability to effectively use relevant project management software; schedule planning, documentation and communication channels /medium (e.g. online media). 2. Good leadership skills and willingness to take on responsibility, with the minimum of guidance. 3. Full, clean driving licence required. 4. Experience of dealing with the key

<p>ability to use, develop and manage a range of databases.</p> <ol style="list-style-type: none"> 4. Project Management – evidence of being an effective Project Manager through the application of own skills and experience. First class organisational ability. 5. Problem Solving – evidence of having the ability to look ‘beyond’ an immediate problem but rather understand the root cause and proffer permanent solutions. 6. Conflict resolution – ability to manage conflict and resolve/understand issues. 7. Personal Attributes – evidence of being a self-starter and highly-motivated; inquisitive by nature; questioning in approach; challenging in thought; persuasive; ability to work under pressure and to tight deadlines; Ability and willingness to ‘go the extra mile’; Completer; finisher – willingness to complete simplest, as well as complex, tasks; Confident in implementing, delivering and succeeding and attentive to detail. 8. Application - evidential experience of applying education and training. 9. Able to collate, analyse, interpret and present information clearly, including economic trends. 	<p>stakeholders and partners, including the media; giving interviews and preparing related collateral.</p> <ol style="list-style-type: none"> 5. Experience of and confidence in public speaking and presenting. 6. Develops and implements new ways of working to stretch performance, improve service delivery and deliver value for money and performance measurement.
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Personal Accountability:

1. To be an effective team player and to work flexibly beyond designated service areas.
2. To prioritise differing, often conflicting partner and client needs/demands.
3. To have the capacity to smile under pressure.
4. To take ownership for the implementation of shared initiatives to help deliver change and continuous improvement.