

Job Description: Policy and Inward Investment Administrator

Job Title: Policy & Inward Investment Administrator

Department: Policy and Inward Investment

Responsible to: Policy and Inward Investment Manager

Accountable to: Head of Policy and Inward Investment

Liases with: Other TVCC Departments as appropriate, Local Enterprises, Local Councils and Government agencies as appropriate & TVCC Members

Job Summary:

Responsible for the quality delivery of project management, negotiation and editorial for Policy and Inward Investment team. To work successfully with our international trade services portfolio from TVCC members & clients.

Key Responsibilities:

- Assisting in the development and production of our annual Business Manifesto and Local Policy Priorities.
- Coordinating and supporting the delivery of policy-related events, including Business Roundtables
- Developing our online President's Zone – a newly established 'policy toolkit' for our seven Local Chambers.
- Supporting our engagement and interaction with the British Chambers of Commerce to promote the region
- Raising greater awareness of the Quarterly Economic Survey and helping achieve higher response rates
- Maintaining cross-department relations and engagement with policy-related activities
- Recommending and co-ordinating specific policy and promotional campaigns
- Managing responses to incoming enquiries from members, non-members and internal customers regarding Chamber policy or business issues in a professional, friendly, and efficient manner.
- Managing and updating the information available to support inward investors
- Working alongside our Marketing and Communications team to develop the www.thamesvalley.co.uk inward investment portal
- Conducting online research and drafting content to support the preparation of news items for online publication via the inward investment portal, departmental e-newsletters and social media
- Assisting in the development and delivery of a targeted programme of sector and market driven events and activities that best showcase the region
- Helping delegations from abroad – Online and Face to Face Events
- Supporting our engagement and interaction with the Department for International Trade Department to promote the region
- Assisting in the production of our annual Inward Investment Results Report

- Managing databases and handling enquiries, identifying dynamic ways of generating new enquiries
- Facilitating introductions with recently established inward investors to our Member Services team, promoting the benefits of membership.
- Always maintain a high standard of customer care
- Professionally represent the organisation as required
- Undertake any other duties as required

Personal Accountability:

- Team player and to support colleagues in the achievement of team objectives
- Portray a professional visual, written, and verbal image always
- Undertake training as required
- Pro-actively develop knowledge of the Chamber and its product portfolio
- Working Knowledge of Microsoft Office

Person Specification:

- Confident, friendly persona
- Excellent interpersonal skills
- Attention to detail
- Able to make decisions
- Able to meet deadlines and achieve target outcomes
- Able to multitask
- Keep calm under pressure
- Ability to plan & organise
- Positive team player
- Flexible and with ability to travel
- Previous experience in Policy both Local and International an advantage

