**Manchester City Council**

**Role Profile**

**Service Development Co-ordinator (Neighbourhoods), Grade 6**

**Manchester Enterprise Hubs: Enterprise Officer**

**Neighbourhoods Service, Growth and Neighbourhoods Directorate**

**Reports to: Service Development Specialist**

**Job Family: Corporate Organisational Support**

**Key Role Descriptors**

Working within a support service or Centre of Excellence, the role holder will provide high-quality information and advice to enable the delivery of service and organisational objectives through the delivery of assigned work packages and projects.

**Key Role Accountabilities:**

Effective delivery of assigned work packages to ensure achievement of service objectives, to support the effective decision-making processes of the Council and to enable it to meet its legal obligations.

Ensure that work packages delivered are in line with organisational direction of travel and agreed policies / procedures, including consideration of Public Service Reform principles.

Provide robust and effective analysis of information, using outputs to inform work packages and advise client services.

Work collaboratively across the wider Council, providing specialist advice, information, support and challenge to support client services to meet the objectives outlined in business plans and the effective delivery of organisational objectives.

Proactively assist the monitoring and review processes and procedures to ensure that key performance indicators are met and implement strategies and procedures to continually enhance the service.

Provide advice and guidance to colleagues across the organisation in area of specialism.

Roles at this level may be required to undertake management duties, either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Personal commitment to continuous self-development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the roleholder is disabled every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.**

**Role portfolio:**

Manchester Libraries have opened two Enterprise Hubs which is grant funded and is in the second year of funding. The first, based in the Town Hall Extension St Peter’s square, which opened in January 2024 which was followed by the second space based which is based in Royal Mills Ancoats in 2024.

The Enterprise Hubs will offer affordable co-working space to local entrepreneurs, start-ups and small businesses. Along with facilities to work, there will be support led by the Business & IP Centre Manchester for start-up businesses and new entrepreneurs to develop the insight, skills and confidence they need to start and grow successful businesses.   
  
This support will include workshops, networking events and one to one help, and feature the collection of information available at the BIPC Manchester in Central Library, bringing the expertise and help to the local business community.

Along with delivering workshops and 121 support, the Enterprise Officer will assist the Project Manager to plan and coordinate other activities in the Enterprise Hubs. These will include marketing and outreach, organising monthly workshops, project delivery, record-keeping and administration and producing quarterly reports following the UK SPF monitoring systems.

The role will also require having practical knowledge of the library service’s collections and resources for businesses, and COBRA (the Complete Online Business Reference Advisor) in particular.

The role will require a high level of skills in working with Excel and will involve using specialist database systems to capture data on individual SMEs/beneficiaries.

**Role Portfolio:**

* To work with the Enterprise Hubs Project Manager to plan, open and deliver the Enterprise Hubs funded by UK SPF 2025- March 2026.
* To assist the Project Manager with the ongoing successful operation of the Enterprise Hubs in the Town Hall Extension and Royal Mill including staff and resources.

**Workshop Coordination and SME Liaison:**

* To manage and run events and activities including 121 support to target business audiences and complete outputs as per funding agreement.
* Be up to date with other support activities and resources available at the BIPC Manchester and through other local business support organisations and refer to these when relevant.
* To work with the Project Manager to deliver an ongoing programme of supporting activities for Enterprise Hub members eg workshops, advice sessions, etc.

**Project Administration, Reporting and Compliance:**

* To be responsible for collecting feedback forms at workshops and events and input the data according to the UK SPF and the project systems and requirements
* To enter data, summarise and produce regular reports for the central project team to confirm outputs achieved for each quarter, based on a spreadsheet which confirms, e.g. Businesses Assisted - confirmation of name of business, address, borough etc and equalities data based on owner/majority ownership of business (gender, disability and BAME breakdown)
* To record all project activities and interactions with participants, including the maintenance of electronic and hard-copy filling systems in line with the ERDF filing and monitoring systems.

**Marketing and Outreach:**

* Develop and run campaigns, and ensure that workshops and events are fully booked in advance and raise awareness of the project amongst relevant audiences
* Work together with the BIPC Manchester’s central project team to develop partnerships with local public / private / voluntary sector organisations, increase audience expansion and ensure the outreach and output completion for the project
* Identify local case studies / entrepreneurs who have benefitted from the service to showcase project and illustrate its impact
* Collaborate with other members of the Enterprise Hubs team to create a network of support, identify and exploit opportunities and maximise project impact

**Key Behaviours, Skills and Technical Requirements**

**Generic Behaviours: General**

* **Teamwork** – Working together helps deliver the best outcomes.
* **Customer Service** – Putting customers at the heart of what we do.
* **Delivery** – Delivery of high quality services is at the heart of what we do.
* **Change** – Improving services and making the most of resources.
* **Pride in Manchester** – Demonstrating pride in our city.

**Generic Skills**

**Communication skills**

Demonstrates an understanding of the views of others and communicates in a realistic and practical manner using appropriate language and medium, listens attentively to views and issues of others and responds to issues arising.

**Planning and Organising**

Demonstrate the ability to organize multiple tasks in the most effective way, and allocate time and energy according to task complexity and priority

**Problem solving and decision making**

Ability to analyse situations, diagnose problems, identify the key issues, establish and evaluate alternative courses of action and produce a logical, practical and acceptable solution.

**Creative skills**

Ability tothink creatively and provide innovative solutions to problems. Has ability to develop new approaches to finding solutions outside of existing parameters.

**Strategic thinking**

Skills to identify good practice and areas for improvement in strategy and communicate these to colleagues and key stakeholders

**Commissioning skills**

Good partner relations skills: enquiry response; feedback evaluation; website management; performance advice; data quality assurance

**People management**

Ability to organise own and others activities with an ability to carry out operational planning for a specific service area.

**Technical requirements (Role Specific)**

* + Flexibility to work unsocial hours, including weekends and evenings to meet the needs of the service.
* Experience and understanding of delivering excellent customer service.
* Excellent digital and ICT skills across a range of packages, knowledge of their use in the development of service areas.
* Experience of library stock management and associated systems.
* Willingness to apply for a DBS check.