

## JOB DESCRIPTION

<b>SERVICE:</b>	Development
<b>JOB TITLE:</b>	Agri-tech Cornwall Innovation Grant Scheme Support Officer
<b>RESPONSIBLE TO:</b>	<b>Agri-tech Cornwall Innovation Grant Scheme Project Manager</b>
<b>FUNDED BY:</b>	European Regional Development Fund and Cornwall Council
<b>SUPERVISORY RESPONSIBILITY:</b>	None

### KEY RELATIONSHIPS:

<b>Internal:</b>	CDC Managing Director, Members of the CDC Board of Directors, Heads/Managers of other CDC business/activity areas and employees e.g. Invest in Cornwall
<b>Council:</b>	Corporate Directors, Chief and Senior Officers and Elected Council Members, including Cabinet Members/Portfolio Holders/PAC Members
<b>External:</b>	Innovation Grant Panel, Cornwall & Isles of Scilly LEP, potential beneficiaries; Cornwall & IoS Growth Hub; providers of services to which businesses will be introduced – both public sector/ESIF-funded and from the private sector, including accountants, banks, colleges, skills providers

### MAIN PURPOSE OF THE JOB:

To support the Agri-tech Business Engagement Managers through the delivery of a comprehensive and effective administrative function that contributes to the successful and professional delivery of this project.

Particular responsibility will be required for promoting the project through related web content, publicity materials, social media activity and event organisation.

To be an initial point of contact to respond to enquiries from businesses, other business support organisations and private sector intermediaries.

Additional responsibility for assisting businesses with applications to the Agri-tech Cornwall Innovation Grant Scheme will also form part of this role when required.

### KEY TASKS:

#### Service delivery

- Fulfil a broad remit in terms of the administrative requirements of the Agri-tech Cornwall Innovation Grant team
- Respond to initial potential enquiries on behalf of the team
- To lead discussions with business's that can or have the potential to contribute to the development of the Agri-tech sector in Cornwall and the Isles of Scilly
- To facilitate applications to the Agri-tech Cornwall Innovation Grant scheme when required
- Assist Business Engagement managers with maintaining ongoing relationships with beneficiaries to monitor impact of the investment and to encourage further self-investment
- Ensure compliance with EU regulations regarding publicity and communications (including the use of the ERDF logo) with EU eligibility and procurement rules
- Maintain client files and project database including CRM input and reporting

- Draft persuasive case studies of businesses who have benefitted through the programme for publication
- Prepare press releases, publicity material and coordinate the marketing strategy for the promotion of the Agri-tech Cornwall Innovation Grant Scheme.

### **Relationship management**

- Work via the project partners and other business support services to develop and implement strategies to maximise the reach of the Programme through a programme of targeted activity
- Develop and maintain strong relationships with potential and existing business in furtherance of capturing new and additional business investment in RD&I
- Represent the project and CDC at relevant meetings and events to develop opportunities for new partnerships and/or business

### **Service development**

- Keep abreast of national developments regarding Agri-tech issues to ensure strong specialist knowledge and best practice
- Support the development of the annual marketing plan using insights gathered by work with Agri-tech businesses

### **Technical**

- Develop specialist knowledge of the Agri-tech sector in order to be able to respond professionally and with confidence to enquiries in this smart specialisation sectors
- Develop an understanding of ERDF systems and processes in order to ensure that the project is delivered in a fully compliant manner

### **Leadership & management**

- Maintain an effective working relationship with CDC's Programmes & Fund Management Services team
- Work with the other designated CDC staff to ensure compliant delivery of the programme, including state aid observance, sound record-keeping and full audit trail

### **Performance reporting & management**

- Ensure that all files related to activity are maintained in accordance with EU audit requirements, ensuring that all outputs are properly recorded and validated (by the beneficiary businesses) and that this arm of the project passes scrutiny from all internal and external audit reviews

### **Resource management**

- Be responsive at all times to the demands of businesses
- Manage own time so that it is efficient and effective

### **Customer feedback**

- Provide written responses to enquiries or complaints for approval by senior staff
- Support the commissioning and production of the annual client survey and external evaluation

### **KEY RESULT AREAS:**

- To implement the delivery of a project marketing strategy to promote the Innovation Grant Scheme.
- Personal contribution to a highly motivated team which delivers a high quality, impactful and audit issue-free service
- Provision of a responsive and high quality Agri-tech development service leading to the successful delivery of the Agri-tech Cornwall Innovation Grant Scheme and contribute to the delivery of the wider Agri-tech project
- Maintain accurate records of all contact with beneficiaries

**PERSONAL & TEAM RESPONSIBILITIES:**

- Provide a good role model for other members of staff
- Project a positive image to internal and external contacts and customers
- Demonstrate the CDC's culture, values and behaviours:
  - achieving excellence
  - valuing ourselves and others
  - showing personal leadership
  - being passionate about what we do
  - committed to a low carbon future for all
- Take responsibility for professional and personal development on a continuous basis.
- Participate actively and positively in the effective management of activities within the team
- Display strong customer and commercial focus towards the delivery of all work
- Carry out responsibilities with due regard to the Data Protection Act and current Data Protection policy
- Carry out responsibilities with due regard to the Company's Equal Opportunities Policy and Environmental Policy
- Work at all times within the code of the Health & Safety Act

*This job description is not comprehensive or exclusive and duties may be varied from time to time, but these will not change the general character or level of responsibility of the job. This job description and your performance will be regularly reviewed with you.*

*Good communication and organisation skills as well as self motivation and self confidence will remain essential qualities to fulfil this role.*

*In addition to fulfilling this specific role, you may occasionally be required to make your abilities available to help meet related business needs of the Company in your own or other departments. This would only be required if authorised by your Manager and subject to confirmation that precedence is given to your normal duties*

**Date last reviewed:** May 2019

**Approved by manager:**

**Evaluated by CDC HR:**

**Agreed with post holder:**

**Date Personnel informed:**

**PERSON SPECIFICATION**

**SERVICE:** Development  
**SECTION:** Rural Delivery  
**JOB TITLE:** Agri-tech Cornwall Innovation Grant Scheme Support Officer  
**EXPERIENCE**

Essential	Desirable	How identified
<p>Experience of the Agri-tech sector</p> <p>Understanding of demands of administering an ERDF project</p> <p>Experience of creating copy and text for PR material</p> <p>Excellent organisational, administrative and planning skills</p> <p>Experience of managing and updating data sources</p> <p>Ability to work well within a small team environment and with external contacts</p> <p>Experience and competency in event planning and management</p>	<p>Experience of using social media in a business context.</p> <p>Experience of organising diaries and travel requirements of a busy team</p> <p>Demonstrable experience in a client management role</p>	<p>Application form / CV</p> <p>Interview</p> <p>References</p>

**EDUCATION & TRAINING**

Essential	Desirable	How identified
<p>NVQ 4 or degree and/or equivalent relevant professional qualification</p>	<p>Hold or be working towards a relevant marketing professional qualification</p>	<p>Application Form / CV</p> <p>Certification</p>

**BEHAVIOURS**

Essential	Desirable	How identified
<p>Enthusiastic and positive approach</p> <p>Resilience and adaptability</p> <p>A highly motivated self-starter</p> <p>Good team player</p>		<p>Application form / CV</p> <p>Interview</p> <p>References</p>

**KNOWLEDGE & SKILLS**

Essential	Desirable	How identified
<p>A basic understanding of the Agri-tech sector and the opportunities it presents Cornwall and the Isles of Scilly</p> <p>Ability to focus on and deliver project and contract outcomes</p> <p>Excellent written and communication skills.</p> <p>Ability to problem-solve creatively in furtherance of project execution</p> <p>An understanding of business issues</p> <p>IT Literate including Microsoft Office applications and web-based technologies (social media)</p>	<p>A basic knowledge of business support organisations both locally and nationally</p> <p>Knowledge of social media techniques in a communications/business context</p>	<p>Application form / CV</p> <p>Interview</p> <p>References</p>

**ANY ADDITIONAL FACTORS**

Essential	Desirable	How identified
<p>Ability and willingness to travel throughout the county</p> <p>Some flexible working outside normal office hours may be required</p>	<p>Access to vehicle and ability to travel throughout the county</p>	<p>Application form / CV</p> <p>Interview</p> <p>References</p>