

## Job Description

<b>Job Title:</b>	Business Support Executive
<b>Team:</b>	Inward Investment
<b>Classification:</b>	Executive
<b>Reports to:</b>	2 Heads of Business
<b>Classification of Line Manager:</b>	Senior Manager
<b>Number of Direct Reports:</b>	0

### **Job Purpose**

The West Midlands Growth Company helps create new jobs, build and expand businesses, attract regional investment and encourage tourism.

Working within with the one of the delivery functions across the business, the role will contribute to and support the strategic objectives organisation, by taking proactive ownership for the team's procurement, administration, reporting and process management. The role-holder will also support other functions and activity as required.

### **Our people and our offices**

West Midlands is an exciting, vibrant and diverse region and West Midlands Growth Company aims to reflect this in all that we do. Our objective is that our work, services and employs practices that will promote a positive impression of the region, and we will take every step to minimise or eliminate outdated preconceptions and stereotypes.

West Midlands Growth Company whole-heartedly supports the principle of equal opportunities in employment and opposes all forms of unlawful or unfair discrimination on the grounds of colour, race, nationality, ethnic or national origin, sex, disability, age, religious belief, sexual orientation or marital status.

We believe that it is in the company's best interests of all those who work in it to attract, retain and develop a diverse pool of talent. We therefore seek to ensure that the human resources, talents and skills available throughout the community are considered when employment opportunities arise. We believe it is essential to the company's success to enable employees of all backgrounds to reach their full potential by encouraging a working environment that is inclusive to all.

To this end and within the framework of the law we are committed, wherever practicable, to achieving and maintaining a workforce which broadly reflects the local community in which we operate.

### **Main responsibilities and key activities**

- Create agendas, take actions in meetings, follow up with attendees and support external events as required.
- Provide a professional, knowledgeable, and friendly first point of contact for all inbound enquiries into the business.
- Diary Management
- Confidence in liaising with external stakeholders/PAs to align diaries and schedule in high-level meetings
- Minute taking and chasing actions
- Meeting co-ordination

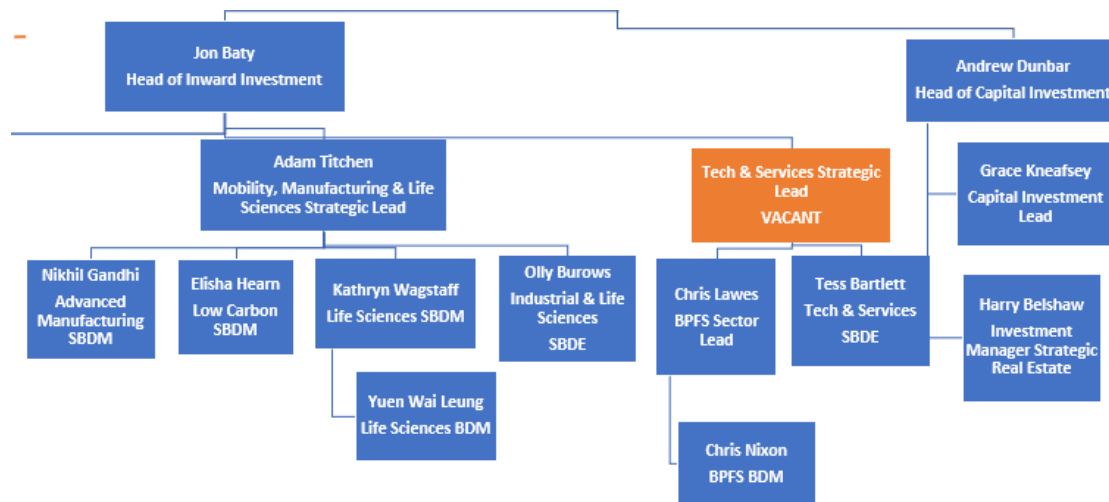
- Booking travel and accommodation
- Ensuring expenses are completed and submission
- Raising purchase orders, processing and chasing invoices
- Supporting a wider team with ad-hoc admin support/main point of contact for the Heads of.

### Dimensions

- Work across the West Midlands region as required to support the needs of the team.
- Work closely with other team members to support the business effectively.

**Travel:** Some local travel will be required for this role

**Programme team structure:** this may evolve as the programme develops



### Key relationships:

- Business Manager and Business support team
- Delivery functions across the business
- External stakeholders (WMCA, Local Authorities, Commercial partners)
- Leadership Team and Extended Leadership Team

### Key Skills and Competency Requirements (EXAMPLE BELOW – PLEASE COMPLETE AS APPROPRIATE FOR EACH ROLE)

Area	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Professional qualification, or equivalent experience</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of continuous professional development</li> </ul>
<b>Skills and attributes</b>	<ul style="list-style-type: none"> <li>• Demonstrable experience of high-performance in an administrative or operational role.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrable experience of working within a dynamic organisation and/or with a range</li> </ul>

	<ul style="list-style-type: none"> <li>• Highly organised, with good time management skills and able to work to strict deadlines.</li> <li>• Ability to exercise complete discretion when processing sensitive strategic/financial information.</li> <li>• Excellent attention to detail.</li> <li>• Good IT skills, including experience of the full MS Office suite.</li> <li>• Capable of clear, effective and persuasive communication with senior stakeholders (both internal and external).</li> <li>• Commercially aware and able to think through and structure solutions to address a range of often intangible challenges.</li> <li>• Positive, resilient and customer focused mind-set.</li> <li>• Ability to communicate and collaborate with teams across the business</li> <li>• Able to work in often an unstructured environment</li> </ul>	of public, private and higher education stakeholders.
<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>• Experience in a similar role</li> <li>• Knowledge of the West Midlands Region</li> <li>• Knowledge of Public Sector Governance</li> <li>• Knowledge of procurement processes</li> </ul>	<ul style="list-style-type: none"> <li>• Experience working with Public and Private Sectors</li> </ul>

<b>Our values</b>	
<b>Trust – Trusted Delivery Partners</b>	We do what we say we are going to do, collaborating with our stakeholders to deliver and achieve regional outcomes, leading the way for economic development using our knowledge and expertise.
<b>Respect – Opinions Matter</b>	We believe everyone has the right to be listened to and be heard. We appreciate the impact of our actions and behave accordingly
<b>Leadership – We lead by example</b>	We lead by example, that means as an external ambassador to the business, and internally to our workforce. We embrace innovation and creativity, empowering our teams to deliver quality transformative outcomes.
<b>Wellbeing – Health, growth and inclusivity</b>	We support and promote wellbeing of everyone. We want to be an inclusive and engaged workforce, where everyone has a clear sense of purpose and courage. We encourage everyone to thrive in a way that makes them successful, resilient, healthy and happy, developing a growth mindset.

<b>Prepared by:</b>		
<b>Name</b>	<b>Job title</b>	<b>Date</b>
Michelle Inkpen	Director of Programmes and Operations	06/06/23