



## JOB DESCRIPTION

<b>Job Title:</b>	Investment Operations Manager
<b>Team:</b>	Inward Investment
<b>Classification:</b>	Manager
<b>Reports to:</b>	Investment Operations and Delivery Lead
<b>Classification of Line Manager:</b>	Senior Manager/Functional Lead
<b>Number of Direct Reports:</b>	0

### Job Purpose

This role will have operational responsibility for driving progress on a number of exciting new services and initiatives delivered by WMGC's Inward Investment team and ensuring that value is delivered and recorded at a local level for WMGC's Local Authority Shareholders.

Sitting within the Investment Operations and Delivery team of WMGC's Inward Investment division, the role holder will work in a flexible and proactive manner to: iterate and operationalise project plans; collaborate with colleagues across the Inward Investment team to create and deliver value; and translate the outputs and outcomes of the work undertaken by the wider Inward Investment team into a format that conveys the value delivered to WMGC's Local Authority Shareholders against their most important Inward Investment-related economic development priorities.

Elsewhere the roleholder will facilitate and participate engagement between WMGC's sector and functional leads and Local Authority officers to scope WMGC's role in contributing to certain LA priority objectives and coordinate and contribute to the delivery of agreed work. The person will also be responsible for optimisation of operations that ensure success of the wider inward investment team.

Successful performance in this role will help to ensure that WMGC's Inward Investment team continue to deliver strong overarching Inward Investment outcomes at a regional level, whilst helping Local Authority partners to address the priorities that matter to them at a local level.

The role will also provide the chance to take on increasing ownership for delivery of certain initiatives, as the role holder accrues specialist knowledge and experience, thereby creating a pathway for future personal development and professional progression.

### 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practices that will promote a positive impression of the region, and we will take every step to minimise or eliminate outdated preconceptions and stereotypes.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



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### ENGAGEMENT WITH LOCAL AUTHORITIES AND REPORTING

- Regularly monitor CRM to identify gaps or missed opportunities for the team to deliver and articulate value at a Local Authority level and continually challenge the team to bespoke activity to create value aligned to local authority priorities wherever possible. This might involve tabling and managing agenda items at both whole-team and sector sub-team levels to stimulate active, capture gaps in evidence etc., and where necessary, escalating challenges and issues to the Inward Investment Operations and Delivery Lead and/or the Head of Inward Investment.
- Take the leading role in distilling and translating the vast array of work undertaken by WMGC's Inward Investment team, into a reporting format that is meaningful and impactful for WMGC's shareholders.
- Work closely and efficiently with WMGC's policy and partnerships team to ensure that they are promptly furnished with updates, data and report content that tells a compelling story about the value created and delivered by WMGC's Inward Investment division, for applications including, but not limited to: Quarterly Shareholder Update Meetings and WMGC Board Reports.

### PROCESSES AND OPERATIONAL EFFICIENCY

- Responsible for creating a documentation of the created processes.
- Support the Head of Inward Investment and Investment Operations and Delivery Lead with procurement and contract management of sub-contracted delivery partners (including economic development consultants), and help to brief them on and facilitate any work required to fulfil WMGC's agreed role in relation to Local Authority priorities.
- Responsible for ensuring that WMGC's CRM reflects a comprehensive and accurate record of work undertaken by WMGC and its sub-contracted delivery partners in relation to all key projects and initiatives for which the role holder has primary coordination responsibilities.
- Proactively work across Inward Investment, Comms and Sector Marketing to ensure that all agreed local authority sites, assets and strengths are incorporated into relevant campaigns, projects and core services wherever possible, and monitor the wider team's delivery in Zoho CRM to ensure that inclusion of these sites, assets and strengths is accurately recorded and can be systematically evidenced.
- Work closely with Inward Investment team to ensure efficiency around CRM and events/campaign related work
- Proactively identify issues and challenges across different operational processes and lead on internal projects to improve efficiency.

### SUPPORTING DELIVERY OF KEY PROJECTS AND ACTIVITIES

- Coordinate and facilitate engagement between Investment Operations and Delivery Lead, Head of Marketing and International Markets Lead to scope WMGC plans and activity in relation to supporting various Local Authority priorities and overall Inward Investment objectives.
- Support Investment Operations and Delivery Lead in delivery of major events, scoping the plans/itinerary, managing the delivery and ensuring superb experience for investors and intermediaries.
- Where appropriate, contribute directly to the agreed scope of work on key projects, through stakeholder engagement, the provision of accrued knowledge/insights and/or high-quality report writing skill

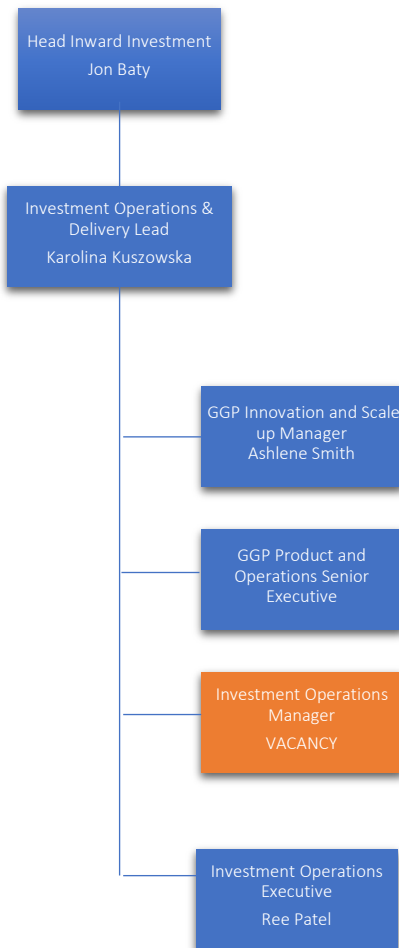
### **Dimensions**



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**Travel:** The roleholder will undertake regular travel within the WMCA geography to engage WMGC’s shareholders and delivery partners and occasional national travel.

**Team Structure:**



**Budget responsibility:** Although the role will not have direct budgetary authority, the role holder will be encouraged to make recommendations to the Head of Inward Investment in relation to required budget and procurement to deliver key projects/initiatives, and WMGC’s commitments to its shareholders.

**Key relationships:**

- WMGC internal teams: Inward Investment, Policy & Partnerships, SRM, Commercial Partnerships, International Markets, Sector Marketing, Comms & PR, Insight & Analysis, Capital Investment, Finance & Procurement.
- WMGC shareholders: WMCA, WM Local Authorities, WM Universities
- Private Sector delivery partners – both informal partnerships and WMGC sub-contractors
- Department for Business & Trade and other relevant public sector organisations

## Key Skills and Competency Requirements

Area	Essential	Desirable
Qualifications	Professional qualification, relevant degree, or equivalent experience	Evidence of proactive professional development



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<p>Skills and attributes</p>	<p>Excellent communication, presentation and writing skills.</p> <p>Excellent inter-personal and team working skills, and a proven ability to form partnerships, motivate, enthuse and drive others towards desired outcomes.</p> <p>Excellent attention to detail and ability to analyse and make sense of complex information and deliverables and distill into clear and efficient actions and outputs.</p> <p>Good negotiating skills with the ability to influence internal and external stakeholders.</p> <p>Demonstrable self-starter, capable of developing and driving forward projects and initiatives with minimal top-down input.</p> <p>Flexible, adaptable and resilient; able to thrive in a fluid, multi-stakeholder environment, where the scope of work may change at short notice and where prioritisation and effective time-management skills will be regularly called upon.</p>	<p>A hunger to accrue knowledge, develop expertise and take ownership of projects and initiatives.</p>
<p>Knowledge and experience</p>	<p>A strong appreciation of the role of WMGC's Inward Investment team and the needs and drivers of WMGC's shareholders.</p> <p>Experience of successfully coordinating, progressing and completing multi-stakeholder projects.</p>	<p>Experience of working in a multi-stakeholder environment that includes a mixture of public and private sector stakeholders.</p>

### Our Values

<p>Trust – Trusted Delivery Partners</p>	<p>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.</p>
<p>Respect – Opinions Matter</p>	<p>We believe everyone has the right to be listened to and be heard. We appreciate the impact of our actions and behave accordingly</p>
<p>Leadership – We lead by example</p>	<p>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.</p>
<p>Wellbeing – Health, growth and inclusivity</p>	<p>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.</p>

### Prepared by

<p>Karolina Kuszowska</p>	<p>Date: 07/03/2024</p>
	<p>Job Title: Investment Operations and Delivery Lead</p>