



## **OXFORDSHIRE LOCAL ENTERPRISE PARTNERSHIP (OxLEP) JOB DESCRIPTION**

### **Innovation Support for Business (ISfB) Programme Assistant**

**Introduction:** Oxfordshire Local Enterprise Partnership (OxLEP) is one of 37 LEPs operating across England. We are responsible for championing and developing the Oxfordshire economy. Now in our sixth year of operation, OxLEP has made considerable progress in strengthening Oxfordshire's economy by establishing robust and effective relationships between businesses, academia and the public sector.

The ISfB Programme Assistant will be an integral part of a small team that delivers “real and meaningful” business support and help individuals and businesses access the support that is available to help businesses grow.

**Our Vision:** Oxfordshire as a vibrant, sustainable, inclusive, world leading economy, driven by innovation, enterprise and research excellence.

**Salary:** £21,000 - £23,000

**Contract:** Full time to March 2020 with potential to extend subject to external funding. This post is part funded by the European Regional Development Fund (ERDF).

**Report to:** Growth Hub Manager

#### **Job Purpose:**

- Work with the Programme Team to support the ERDF funded Oxfordshire ISfB programme:
  - ISfB is a £5.2m investment supporting Oxfordshire's innovative entrepreneurs and small and medium sized enterprises (SMEs). We do this by assisting the development and commercialisation of innovative business ideas, as well as enhancing research and innovation infrastructure in Oxfordshire.

- Through our latest ISfB programme, we also aim to promote business investment in research and innovation, as well as developing links between businesses and researchers.
- Work with the Innovation Advisor to be the initial point of contact for ISfB enquiries from SMEs.
- Assist with programme claims and reporting on a quarterly basis along with other team members.
- General administration, finance and logistics support for the wider ISfB/OxLEP Business team.
- Support the communications, marketing and publicity activities of the programme.

**Main Duties:**

**Customer Support**

- Take SME enquiries via the web portal, phone and email and log these on the Customer Relationship Management (CRM) database.
- Support the Innovation Advisor to check client eligibility, register new clients and manage the customer journey with the appropriate records on the CRM and in hardcopy for the ISfB programme.

**Data Management and Reporting**

- Collect, process and input data into the team's information management/ filing systems and databases (e.g. relevant finance and client relationship management (CRM) systems) ensuring accuracy, confidentiality and security of data and compliance with programme and statutory requirements.
- Assist with gathering information and data from Oxfordshire County Council and Delivery Partners for the preparation of quarterly claim submissions and reporting.
- Assist with preparation for audits from the Managing Authority - Ministry for Housing, Communities and Local Government (MHCLG).

**General Administration, Logistics and Marketing Support**

- General administration of paper and electronic files.
- Organise programme meetings, take minutes and circulate to attendees.
- Update the programme's webpages and social media accounts, as required.
- Assist with the organisation and successful delivery of workshops and business events and team presence at external business events.
- Ensure that all duties and services are provided in accordance with OxLEP's standards, policies and procedures.

**General accountabilities:**

- To be responsible for ensuring that all relevant policies and procedures are adhered to and concerns are raised in accordance with these policies.
- Undertake such other duties as may reasonably be required of you as required to support the business needs including maintaining business continuity.
- Comply with individual responsibilities for health and safety in the workplace including taking action to reduce the risk to self and others and contributing to the maintenance of a healthy and safe working environment.

The nature of this post will require flexibility to meet urgent work needs as they arise. This may entail some work outside normal office hours. The job description therefore is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to the duties which may have to be varied after discussion, subject to the needs of the service and in keeping with the general profile of the post.

**Employment package**

Salary £21,000 - £23,000 per annum depending on experience.

28 days annual leave per annum

Flexi time policy

Generous contributory pension scheme

Full time fixed contract to 31<sup>st</sup> March 2020 with the potential to extend, subject to confirmation of funding.

## OXFORDSHIRE LOCAL ENTERPRISE PARTNERSHIP

### SELECTION CRITERIA

**Job Title:** Innovation Support for Business Programme Assistant

#### **Essential knowledge**

- English Language and Mathematics GCSE Grade C (Level 4) or above, or equivalent
- Relevant work related experience in a similar role

#### **Essential experience**

- A minimum of one-year administrative experience or equivalent
- Experience of providing front line/customer service (visitor/telephone)
- Experience and regular use of Microsoft Office applications and the Internet, including Word, Excel, Outlook and PowerPoint, to at least an Intermediate level

#### **Essential skills**

- Excellent organisational skills with the ability to prioritise own workload and support others to meet their deadlines
- Ability to work on own initiative, multi-task, meet deadlines and maintain attention to detail
- Good numeracy skills and ability to support management of financial records
- Ability to communicate effectively with internal and external clients and staff, verbally, in writing, by email and in person
- Ability to work calmly under pressure prioritising competing demands effectively
- Ability to carry out research and information collation using the internet/web based systems

**Personal qualities**

- Must be self-motivated, flexible, well organised and able to work as a member of a team
- Strong attention to detail
- Must be able to complete work to a high standard and on time
- Commitment to own personal and professional development
- Commitment to providing good customer service with a drive for continuous improvement
- Commitment to learn new skills required for the role
- Able to deal with work of a confidential nature
- Willingness to work outside normal office hours on occasions

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If you would like to arrange an appointment for an informal discussion about this role please call 0345 241 1196 and select Corporate Services at the prompt.

To apply for this position please send your CV and a covering letter (max 4 pages) outlining your experience against the person specification above to:

**Recruitment Team, OxLEP, Jericho Building, Activate Learning - Oxford, Oxpens Road, Oxford, OX1 1SA or by email to [recruitment@oxfordshirelep.com](mailto:recruitment@oxfordshirelep.com)**

Closing date for applications is 19th September 2018 at 5pm

Interviews will be held in Oxford during w/c 24<sup>th</sup> September 2018 & 1<sup>st</sup> October 2018