

Job title:	Account Manager Team Leader
Salary:	£38,000 full time
Location:	The office is based in Three Bridges, Crawley. There is flexibility for the post holder to work from home with prior agreement. The post will involve frequent travel throughout the Coast to Capital area.
Reports to:	Growth Manager

Background

Coast to Capital is one of 38 Local Enterprise Partnerships across the UK. Our purpose is to shape regional economic priorities, support businesses and make investments that will drive growth. We are a small organisation with a large ambition for our area.

With a total population of around two million, our area boasts a strong economy worth £50.7 billion, making us the seventh largest local economy in England in 2016. The Coast to Capital area is a network of economic hubs each with its own distinct sense of identity – West Sussex, Greater Brighton and East Surrey.

In July 2018 we published [Gatwick 360°](#), our new Strategic Economic Plan, which sets out our bold vision for the area by 2030. In it we describe our eight economic priorities to achieve our vision, providing strong local leadership and working to succeed together with our partners.

One of those eight priorities is to “Develop Business Infrastructure and Support”. Essential to achieving this priority is the delivery of quality business support meeting the needs of clients. The Coast to Capital Growth Hub (EAN funded by the Department for Business, Energy and Industrial Strategy supports the delivery of this ambition in the area.

Main purpose of the role

Alongside delivering the role of an Account Manager, the Account Manager Team Leader will support the delivery of a high-profile, high-performing and impactful Growth Hub Team, managing a team of Account Managers and a Business Navigator and coordinating the team’s communications, monitoring, reporting and evaluation activity.

The Account Manager Team Leader will position the Growth Hub team and service at the heart of a collaborative partnership of business support providers and stakeholders. The Growth Hub service is established to:

- Deliver a fully funded, government backed, impartial service bringing businesses the expertise to enable them to achieve their growth ambitions.
- Deliver a unique brokerage service having built partnerships and referral relationships which enables us to refer businesses to the most appropriate and credible support.
- Work with the business support ecosystem where our shared goal is to succeed together.
- Respond to the client's agenda rather than offering a pre-determined solution or service. Our success depends entirely on the success of our client's businesses.
- Engage with clients on an ongoing basis with established, growth potential companies providing advice and guidance along with identifying specialist support solutions.

Principle responsibilities

- Line manage a high performing team of Account Managers and Business Navigator delivering a high-profile, successful and impactful Growth Hub in the Coast to Capital area.
- Establish effective strategic relationships with business support organisations and stakeholders and engage them in a programme of "succeeding together".
- Work with stakeholders in the Coast to Capital area to ensure that they are promoting the Growth Hub service to businesses.
- Develop a communications framework and coordinate the team's communications and marketing activity across the Coast to Capital area.
- Collating the quarterly and annual returns to Department for Business, Energy and Industrial Strategy for the Growth Manager in line with reporting requirements.
- Coordinate the effective capture of all data required by Coast to Capital and BEIS ensuring full and effective use of the Coast to Capital CRM system by the team.
- Develop and coordinate an evaluation framework to ensure local impact is captured.
- Support delivery of Coast to Capital's strategic economic plan, Gatwick 360, and contribute fully to the development of the Local Industrial Strategy and the wider activity of the organisation.
- Represent Coast to Capital at relevant local, regional and national events and meetings.

Essential skills and competencies

- Significant experience of managing people and performance
- Ability to manage projects, data and priorities effectively and efficiently
- Excellent communication skills, both verbal and written, including management information reports
- Ability to engage and influence a wide range of stakeholders
- Demonstrable understanding of the world of business support and its links to economic growth
- Good understanding of local business landscape and the business support needs of local employers
- Excellent time and diary management
- Ability to keep accurate financial records
- Identification with a caring and highly supportive team culture that promotes kindness and wellbeing within the work environment and supports and promotes good mental health.

Further information

Further information about Coast to Capital can be found at our website:

www.coast2capital.org.uk

How to apply

To apply please send a CV with a short (two pages maximum) covering statement setting out how you believe you fulfil the requirements of this role by Monday 9 September 2019.

For questions related to this post and to submit your application please email Lou Williams, Growth Manager lou.williams@c2cbusiness.org.uk.

Coast to Capital is committed to achieving diversity and equality of opportunity both as an employer and as a commissioner of services. Our Equality and Diversity Policy 2015-2021 is available on request.