



**European Union**  
European Regional  
Development Fund

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

### **JOB DESCRIPTION**

#### **Innovation Network Navigator**

**Introduction:** Oxfordshire Local Enterprise Partnership (OxLEP) is one of 38 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. This is an exciting opportunity to join a dynamic organisation at a time of growth.

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

**Job Title:** Innovation Network Navigator

**Salary:** £36,000 - £38,000 per annum depending on experience

**Reporting to:** Innovation Support for Business Project Manager

#### **Job Purpose:**

- Work with the Project Manager to support the delivery of the Oxfordshire Innovation Support for Business (ISfB) project and ensure that the service contributes to providing a coordinated innovation support offer to the wider business and research community

- Act as 'the feet on the street' to promote and support the delivery of the ISfB project mirroring the highly successful Network Navigator roles in OxLEP's business start-up and growth programme
- To provide in depth innovation support to Oxfordshire's entrepreneurial small and medium enterprises (SMEs) and researchers, and effectively manage and maintain the ISfB enquiry pipeline and account management functions
- Work with project delivery partners to ensure that cross referrals maximise take up of innovative practices and process
- Signpost SMEs to other support and assets available in the innovation and business support eco-system
- Build a pipeline of interested and viable innovative businesses for the ISfB project
- Support the Head of Innovation in the integration of partners to further develop Oxfordshire's innovation eco-system

### **Main Duties:**

- Work with existing innovation and business support networks, district and city councils, universities and research institutions, government departments and other agencies to provide an effective innovation support service for Oxfordshire
- Provide a co-ordinated innovation support triage response function to review a SME's eligibility and suitability for the ISfB project, assess their needs, register SMEs onto the project and refer and signpost to relevant services
- Deliver one-to-one and one to many innovation training and advice sessions for SMEs
- Support the administrator to be an initial point of contact for innovation support enquires and log SMEs and enquiries on the client relationship management (CRM)
- Actively engage with the SME community to help develop the ISfB offering
- Collect, process and input data to support relevant funding claim processes
- Provide information and support to monitor performance and reporting for the ISfB service
- To support the programme manager and Head of Innovation in delivering the programme
- Liaise with the wider OxLEP Business and OxLEP Skills teams to ensure seamless service delivery
- Collect, process and input data into the team's information management/ filing systems and databases (e.g. SAP and CRM) ensuring accuracy, confidentiality and security of data and compliance with statutory requirements

- 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 health and safe working environment

The nature of this post will require flexibility to meet urgent business 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.

**For all staff** - You have specific responsibilities under Health & Safety legislation to ensure that you:

- Take reasonable care for your own health and safety, and that of others affected by what you do, or do not do.
- Cooperate on all issues involving health and safety.
- Use work items provided for you correctly, in accordance with training and instructions.
- Do not interfere with or misuse anything provided for your health, safety or welfare.
- Report any health and safety concerns to your line manager as soon as practicable.

## **OXFORDSHIRE LOCAL ENTERPRISE PARTNERSHIP**

### **PERSON SPECIFICATION**

**Job Title:** Innovation Network Navigator

#### **Essential knowledge**

- Education to degree level or equivalent
- Knowledge and delivery experience of innovation and business support programmes
- Knowledge of innovation, research and business networks ideally in Oxfordshire
- Knowledge and experience of CRM systems and databases
- Knowledge and experience in project management, performance management and report writing

#### **Essential experience**

- Excellent experience of ICT systems, particularly Microsoft Office packages to include Word, Excel and PowerPoint
- A minimum of 2 years' experience of working in business support and/or economic development
- Experience of developing and managing client relationships
- Experience of working in a fast paced multi stakeholder environment with a focus on delivery
- Experience of building and maintaining networks
- Experience of working in diverse partnerships including local authorities, research institutions and government departments

#### **Essential skills**

- Project Management skills
- Creating effective connections working across boundaries within the organisation and with the private sector: actively consults and supports the flow of information through the organisation and to business
- Maintaining effective internal and external relationships with key stakeholders and networks, such as businesses, elected members and Government departments, that enable the understanding and delivery of the organisation's goals
- Excellent organisational skills with the ability to prioritise own workload and support others to meet their deadlines
- Proven ability to work on own initiative, multi-task, meet deadlines and maintain attention to detail
- Ability to communicate effectively with internal and external clients and staff, verbally and in writing

- Has impact and influence, effectively motivating others to achieve goals and embrace change
- Retains responsibility for high levels of external and internal customer service through active feedback and a strong understanding of diverse customers
- Ability and means to travel across Oxfordshire

#### **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 and to the development of others
- Willingness to attend meetings/events out of normal office hours
- Commitment to providing good customer service with a drive for continuous improvement

#### **Employment package**

Salary £36,000 - £38,000 per annum depending on experience

28 days annual leave per annum

Flexi time policy

Generous contributory pension scheme

The position is offered on a fixed term basis or secondment opportunity to 31 March 2020. Extension is dependent on securing external funding

For an informal discussion about this role please contact Richard Byard, Director of Business Development on 07584 909508

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:

**Richard Byard, Director of Business Development, OxLEP, Jericho Building, Activate Learning - Oxford, Oxpens Road, Oxford, OX1 1SA or by email [richard.byard@oxfordshireLEP.com](mailto:richard.byard@oxfordshireLEP.com)**

Closing date for applications is 5.00 pm Monday 10 July 2017

Interviews will be held in Oxford on 17 July 2017