

Job Description: Programme Support Officer – Business Development Team

Reports to:	Business Development Manager
Directorate/Team:	Finance and Corporate Services
Grade:	3
FTE:	0.5 (Part-time)
Term:	Fixed term contract/secondment for six months initially with further extensions contingent on commercial success. This appointment is expected to lead to a permanent role that will be funded from new income generated through commercial activities.

Job Purpose:

To provide high-quality administrative and programme support to the Business Development team, contributing to the smooth delivery of commercial and income-generating initiatives. This role will support the coordination of projects, maintain accurate records, and assist in the preparation of documentation and communications

Core Accountabilities:

1. Provide administrative support to the Business Development team, including scheduling meetings, preparing agendas, and taking minutes.
2. Assist in the coordination and tracking of commercial projects and programmes.
3. Maintain accurate records of project activities, CRM, budgets, and outcomes.
4. Support the preparation of reports, presentations, and marketing materials.
5. Coordinate tender and grant submission processes, including document drafting, collation and formatting.
6. Liaise with internal teams and external partners to support project delivery.
7. Monitor shared inboxes and respond to routine enquiries in a timely and professional manner.

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8. Ensure compliance with organisational policies and procedures, including data protection and financial processes.
9. Contribute to the continuous improvement of administrative and business systems and processes.
10. Undertake any other duties appropriate to the role.

Specific Accountabilities:

1. Work to commercial targets by assisting in the development and refinement of commercial offers, products, and services for local government and wider markets.
2. Support partnership coordination to enhance service offerings and market reach.
3. Contribute to the preparation of commercial business cases and financial models by gathering and organising relevant data.
4. Provide logistical and administrative support for bidding activities, including tenders and grant applications.
5. Assist with diary management and other arrangements to support the business development process.
6. Track and report on performance metrics and outcomes of commercial initiatives.
7. Support the implementation of risk assessments and mitigation plans for income-generating activities.
8. Assist in the delivery of sponsorship and marketing activities aligned with commercial strategies.

Relevant Contacts:

LGA

All staff

Local Authorities

Elected members

Senior managers

Other

Commercial partners

Civil servants

National bodies

Person Specification:

Qualifications	GCSEs (or equivalent) including English and Maths. Degree or equivalent experience desirable.
Knowledge and experience	<p>Essential:</p> <ul style="list-style-type: none"> • Experience supporting commercial or income-generating projects. • Familiarity with market research and customer engagement processes. • Experience supporting budget tracking and financial documentation. • Understanding of local and/or central government operations. • Experience managing a varied workload and meeting deadlines. • Proficiency in Microsoft Office (Word, Excel, PowerPoint, Outlook). • Experience organising meetings, events, or similar activities. <p>Desirable:</p> <ul style="list-style-type: none"> • Experience supporting competitive tenders or grant applications. • Exposure to marketing or sponsorship activities. • Experience in a commercial or private sector environment.
Skills and abilities	<ul style="list-style-type: none"> • Strong organisational skills and attention to detail. • Ability to work in a fast-paced, commercially focused and target-driven environment. • Positive and responsive, with a “can do” attitude. • Excellent written and verbal communication skills. • Ability to prioritise tasks and manage time effectively. • Strong interpersonal skills and a collaborative approach. • Flexible and adaptable to changing priorities. • Politically aware and able to handle sensitive information with discretion. • A demonstrable commitment to customer care and continuous improvement.

	<ul style="list-style-type: none">• Ability to work as part of a team and to support others.• Flexible approach to work, with a keenness to adapt to meet changing work requirements within the fast-paced commercial environment.
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