NORTH LANARKSHIRE COUNCIL
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Enterprise Development Officer (Business Gateway) Recruitment Pack

NLC 12 - £50,669 - £56,329

WE'RE MOTIVATED

ARE YOU?

JOIN A TEAM

THAT ACHIEVES GREAT THINGS

WORK HERE



It’s an ambitious time for the council, our residents, our businesses and the people who work here.

If you’re motivated, ambitious and driven by achievement, then come and join us. We want you to play a part in the regeneration and transformation of our towns and communities.
At North Lanarkshire Council, we’re full of energy and ideas to transform our towns and communities into vibrant places to live, work and visit. As Scotland’s fourth largest local authority, we’ve got lofty ambitions, bags of determination and we’re moving at a pace to generate real change in our communities and how we deliver services. We’re providing services that enhance lives, communities and experiences of over 341,000 people living in the area.

There’s a real story to tell about North Lanarkshire.
It’s a place that is growing, changing, developing and thriving. The scale of change is vast. And the rate of change is considerable.
However, we recognise that not everyone in North Lanarkshire is sharing equally in its successes.
Considerable challenges continue to exist, such as unacceptable levels of child deprivation, a growing demand on services such as health and social care and the visible and very real impact of inequity and inequalities on our communities.
The Plan for North Lanarkshire was agreed by all Community Planning Partners. It’s an ambitious strategy which, by working with our partners, residents and businesses, aims to completely transform towns and communities, to make them better, more inclusive and happier places to live.
The Plan is underpinned by five priorities and 25 ambition statements with the aim of inclusive growth and prosperity for all, to bring equal benefits and a fairer distribution of wealth. We measure our progress through 28 health check indicators which track changes and trends to demonstrate whether The Plan and the activities and projects under the Programme of Work, are making a difference.
A new five-year strategic investment programme is underway to improve the region’s physical and digital infrastructure and help create the right economic, social and community conditions that will enable businesses, local people and communities to thrive. It’s about providing whole-family support locally when they need it so people can lead healthier, safer and more independent lives and in a way that addresses the impact of poverty and reduces inequality. The new programme of work will deliver care, supports and council services that will improve the lives of local people and improve their life chances. Making them healthier, wealthier, happy and more resilient.

Our priorities are clear. We want to:

- Improve economic opportunities and outcomes
- Support all children and young people to realise their full potential
- Improve the health and wellbeing of our communities
- Enhance participation, capacity and empowerment across our communities
- Improve North Lanarkshire's resource base

We know that we can only achieve the outcomes to meet these priorities by working together and by being focused on solutions. North Lanarkshire Council is high-performing but we can do so much more.

We have bright and determined people working here, that believe in what we do. If that sounds like you, then read on.

In this pack you'll find more information about North Lanarkshire, the relevant job description and links to other useful documents.

To be successful you'll need to be innovative, determined and resilient. You'll be prepared to do what it takes to deliver our shared ambition to make North Lanarkshire the place to live, learn, work invest and visit.

If you have all these qualities, we look forward to connecting with you.

BENEFITS

- Attractive pension and avc option
- 27 days annual leave and six fixed public holidays, rising to 36 days in line with service
- Flexible working
- Buy and bank leave scheme
- Cycle to work scheme
- Green Car Scheme
- Childcare voucher scheme
- Relocation policy

ABOUT US

77	**Elected members**
21	**Wards**
33	**Scottish Labour Party councillors**
24	**Scottish National Party councillors**
5	**Scottish Conservative and Unionist councillors**
13	**Independent councillors**
1	**Scottish Greens councillor**
1	**British Unionist Party councillor**

Workforce

(Full-time permanent)

13,080

ABOUT NORTH LANARKSHIRE

Located in the very hub of the country with exceptional transport connections, we attract talent and business that has revolutionised North Lanarkshire into one of Scotland's fastest-growing economies (pre-pandemic).

We're Scotland's fourth largest council by population, covering around 181 square miles, stretching from Stepps to Harthill and from Cumbernauld to Wishaw. The council was formed in 1996 following local government reorganisation and includes the main towns of Airdrie, Bellshill, Coatbridge, Cumbernauld, Kilsyth, Motherwell, Shotts and Wishaw, interspersed with many villages and hamlets, including places like Moodiesburn and Stepps, along the Northern Corridor.

With a population of around 341,000 people, we have a wide range of age groups living in the area, as well as diverse communities with a range of religions and cultures. We're also brimming with ambition, have stacks of resolve and are moving at pace to effect real change in our communities and how we deliver services. The council is investing billions of pounds over the next ten years to help create jobs and generate close to £1bn for the local economy. Reducing inequalities is central to our vision for a brighter, better North Lanarkshire and we're investing in new schools and community facilities as well as doubling our affordable housing programme to build 6,000 modern homes by 2035.

Around £240million Glasgow City Region City Deal funding is helping to improve the road and rail transport network, create locations to attract business and industry that are relevant to our future economy, and maximise our greenspace for residents and visitors to enjoy. Embracing our shared vision for North Lanarkshire is crucial, particularly as we face challenges to make savings as local government budgets are reduced.

Being big and bold means attracting large international events to our area. We hosted the Glasgow 2018 European Sports Championships, showcasing our world-class venue in Strathclyde Country Park to a television audience of more than a billion people for the rowing and triathlon competitions, a role we fulfilled at the 2014 Commonwealth Games.

Creating modern, vibrant communities where people live, work and socialise is North Lanarkshire's shared ambition for the future.

£1104m revenue budget 2025/26

£660m capital budget 2028/29

£186m housing revenue 2026/27

£90m housing capital 2024/25

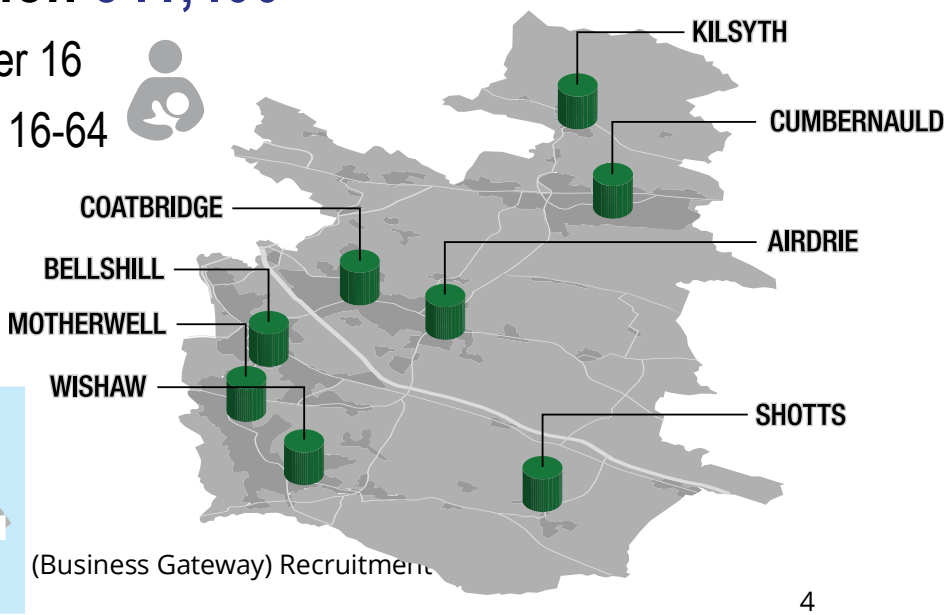
Population 341,400

17.7% under 16

64.5% age 16-64

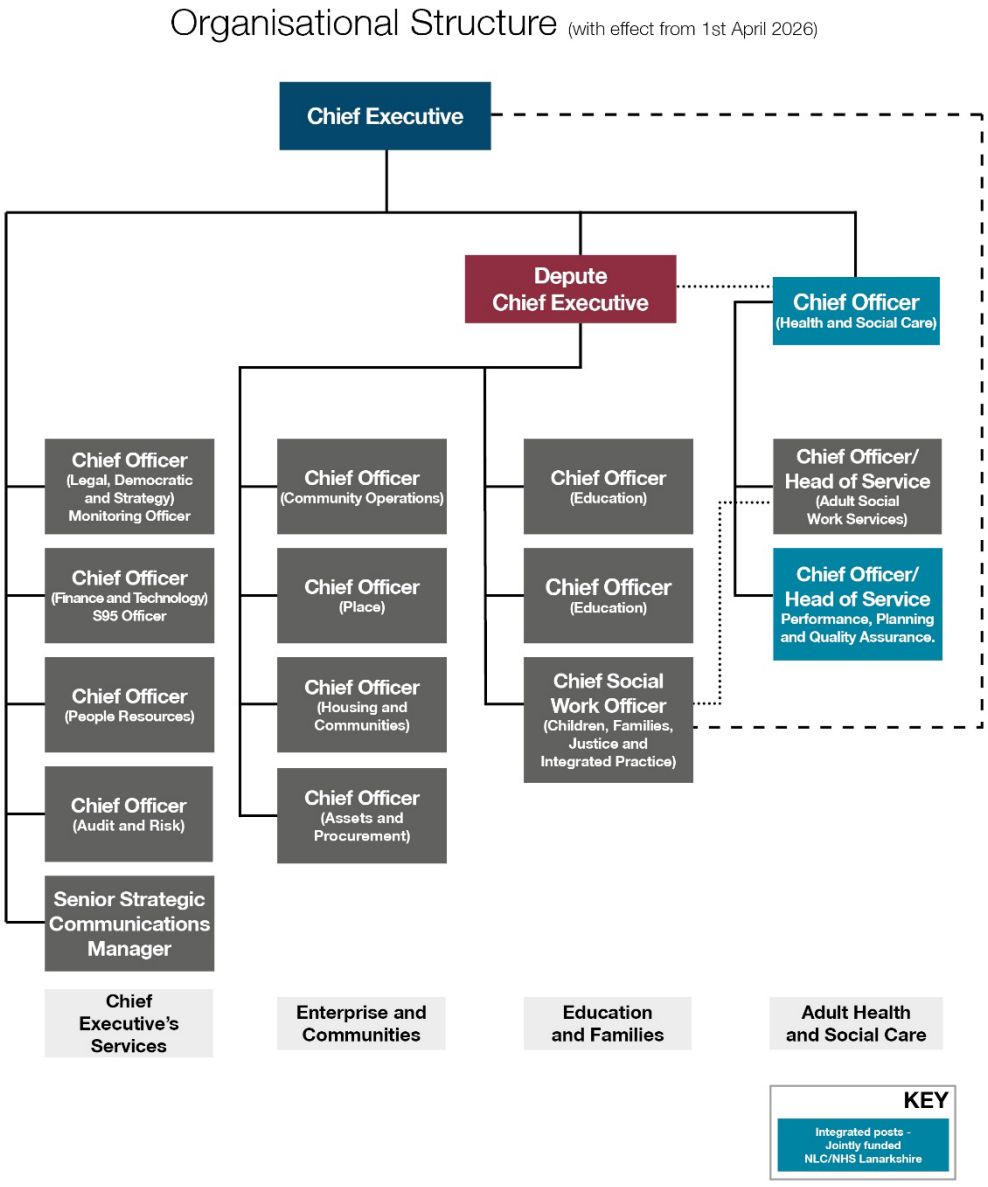
3.2% unemployment





(Business Gateway) Recruitment

Organisational Structure



THE ROLE

Enterprise Development Officer (Business Gateway)

Service: **Enterprise & Communities**

Division: **Place**

Job Title: **Enterprise Development Officer (Business Gateway)**

Responsible to: **Enterprise Development Manager**

Grade: **NLC12**

Job Evaluation Reference: **A1740**

Conditions of Service: **SJC**

Date of last Review: **December 2023**

ROLE SUMMARY

The Enterprise Development Officer (Business Gateway) reports directly to the Enterprise Development Manager and is responsible for the delivery of specific activities which contribute to the efficient operation, administration and management of enterprise and business support services which seek to deliver job creation and business growth. The Enterprise Development Officer (Business Gateway) will work as part of a team and specialise in key areas which will include business engagement, a full range of business support services, tourism, events and funding.

A key role will be to engage with the business community, other Council services, partners, stakeholders, funders and business organisations to actively promote North Lanarkshire as a place to do business, invest, work, live, visit and host events.

The Enterprise Development Officer responsible for delivering the Business Gateway service will extend this engagement Lanarkshire wide, providing support to businesses across North and South Lanarkshire areas, and lead a Business Gateway service delivery team.

MAIN DUTIES AND RESPONSIBILITIES

General Duties:

1. Contribute to the Enterprise and Communities strategic business plans, utilising business intelligence and analysis techniques to ensure the service is developed to optimise decisions and performance.
2. Ensure that operational areas comply with legislation and regulations; facilitate audit and inspection work and actively support the development of services to meet future legislative and regulatory requirements and changes.
3. Comply with the Employees' Code of Conduct, demonstrating the ethical standards expected of officials in public service and develop and promote a positive and enthusiastic culture based on team performance and partnership working.
4. Lead a team to support and develop employees and ensure productivity and good employee relations are maintained through effective utilisation of the PRD framework and implementation of all council policies and procedures including performance management, Managing Attendance, Recruitment and Discipline.
5. Ensure that information under your control is collated, processed, held and securely destroyed in accordance with the council's Data Protection policy and legislative requirements.
6. Assist in developing community capacity and engagement to maximise council resources and ensure all members of the community are able to participate and contribute to the design and delivery of public services.
7. Implement the risk management strategy as directed by the Service Management Team ensuring all relevant project management processes are followed.
8. Ensure effective utilisation of financial resources and assist with generating income and securing funding opportunities and where appropriate contribute to setting and managing capital and revenue budgets.
9. Implement appropriate systems of financial control and reporting mechanisms to manage all expenditure to ensure compliance with the council's Financial Regulations and Standing Orders.
10. Contribute to and support the work of council committees, sub-committees, partnership groups and working groups, representing the service as required and maintain a good working relationship with councillors, stakeholders and communities.
11. Develop and maintain productive working relationships with Trade Union representatives.
12. Actively promote equality and diversity to ensure all employees of the council are treated fairly and services of the council are accessible to all people in North Lanarkshire.
13. Undertake such duties and responsibilities as may be required in terms of the Health and Safety Acts and related legislation, e.g. Health and Safety at Work Act, 1974.
14. Undertake such delegated duties as may be required by the Council and the Chief Officer (Place). Deputise for members of the Service Management Team as appropriate.

Specific Tasks (Business Gateway):

1. Assisting the strategic planning, development and management of the Lanarkshire Business Gateway service, maximising available resources, ensuring maximum economic impact and the integration of Business Gateway activities with partners, stakeholders and existing North and South Lanarkshire Councils' business support, employability services, and other business facing services.
2. Monitoring, reporting and ensuring team compliance of the Lanarkshire Business Gateway service in line with the Business Gateway: National Service Specification and Programme Rules.
3. Supporting the promotion, marketing and reach of Business Gateway services in Lanarkshire, and the design and delivery of events, networking and training sessions.
4. Managing a Business Gateway team to achieve performance targets on a monthly and annual basis with a focus on outputs, outcomes and impacts including, but not limited to:
    - Number of unique clients engaged
    - Number of viable new business starts
    - Improved survival rates of new businesses
    - Tracking employment in supported businesses
    - Level of business ambitions met
    - Increased engagement with under-represented groups and areas across Lanarkshire
5. Ensuring the efficient and compliant input of activity, outputs and information into the Business Gateway CRM system by their respective teams to inform performance monitoring and reporting and to support the identification service gaps and areas of improvement.
6. Ensuring that minimum quality standards are met in line with the levels of service which Business Gateway clients can expect.
7. Supporting a culture of entrepreneurialism in Lanarkshire working with educational establishments, individuals or groups thinking about establishing a business, and supporting existing businesses to diversify and exploit new opportunities to grow their business.
8. Supporting organisations to build business resilience within Lanarkshire, ensuring businesses are supported to manage the impact of current and future economic challenges, and growth opportunities.
9. Building business resilience within Lanarkshire through Business Gateway services to manage the impact of current and future economic challenges, and growth opportunities.
10. Encouraging the development of digital skills and use of digital resources within the business community of Lanarkshire.
11. Supporting the development and implementation of key projects and areas of new service delivery to maximise the impact and reach of Business Gateway Services in Lanarkshire.

12. Maximising available and appropriate external funding opportunities to enable the delivery of additional project and programme activities to complement and add value to core Business Gateway services.
13. Representing North and South Lanarkshire Councils to promote Business Gateway, wider council services and the Lanarkshire area within the business community and with key stakeholders both locally and nationally.

This job outline is intended to indicate the broad range of responsibilities and requirements of the post. It is neither exhaustive nor exclusive but, while some variation can be expected in particular duties, the outline is considered to provide a reasonable general description of the post.

SPECIFICATION	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS/TRAINING			
Degree/SVQ4/HND or equivalent in a relevant discipline	**X**		Verification/Application Form/Interview
Professional/Postgraduate qualification in a relevant discipline		**X**	Verification/Application Form/Interview
SFEDI "Diploma in Business and Enterprise Support"/Premier Adviser (or equivalent qualification) status		**X**	Verification/Application Form/Interview
WORK EXPERIENCE			
Substantial relevant work experience	**X**		Application Form/Interview
Experience in engaging with businesses and/or delivering/providing advice/support to businesses	**X**		Application Form/Interview
Experience in project development and management skills in relevant areas related to business engagement, promotion or business support	**X**		Application Form/Interview
Experience of multi-agency partnership working	**X**		Application Form/Interview
Experience of managing budgets	**X**		Application Form/Interview
Experience of working in an economic development, regeneration or an enterprise/business related context	**X**		Application Form/Interview
Experience of procurement/contract management		**X**	Application Form/Interview
Experience of delivering marketing and PR campaigns or initiatives		**X**	Application Form/Interview

KNOWLEDGE/SKILL/ABILITY			
Knowledge of Business Gateway Services and wider public sector business support services	**X**		Application Form/Interview
Ability to work across all levels of the Council and its partners	**X**		Application Form/Interview
Excellent communication skills	**X**		Application Form/Interview
Excellent IT skills, including Microsoft Office packages	**X**		Application Form/Interview
Well developed problem solving and negotiation skills	**X**		Application Form/Interview
Ability to analyse information and apply recognised analytical techniques	**X**		Application Form/Interview
Ability to work on own initiative	**X**		Application Form/Interview
Ability to plan, organise and manage events		**X**	Application Form/Interview
PERSONAL QUALITIES/ ATTRIBUTES			
Professional approach	**X**		Interview
A positive “can do” attitude to work	**X**		Interview
Tasks and output orientation with an ability to meet deadlines	**X**		Interview
Confident, resourceful, team player	**X**		Interview
OTHER			
Ability to travel throughout North and South Lanarkshire and surrounding areas	**X**		Verification of Documents/Interview
Driving Licence		**X**	Verification of Documents/Interview

USEFUL LINKS

In the documents below, you will find more information about the council, its priorities and its policies. You can also visit the council website at http://www.northlanarkshire.gov.uk to find out more about what we do and the communities and partners we work with.

We ASPIRE
- A Shared Ambition for North Lanarkshire

The Plan for North Lanarkshire

CONTACT DETAILS

For further information on the post, contact; Jaz Gharra-McBeth - 07423 000079 or gharramcbethj@northlan.gov.uk

