



## ROYAL BOROUGH OF KINGSTON UPON THAMES - ROLE PROFILE

### **Economic Development and Partnerships Manager**

**Permanent role, based in Kingston**

**Grade K**

#### **Role purpose**

The Council is committed to developing the local economy and has a strong track record of delivering real improvements for those who visit, work, live and do business in the town. Kingston upon Thames is amongst the top three retailing destinations in London and has been classified as a Sub-Regionally Strategic Employment Location to assist regeneration and encourage growth in key sectors and clusters. The Kingston economy is diverse and has a broad based economy built on the success of major retailing investors and small to medium sized enterprises. The challenge now is to ensure that these companies remain and grow in Kingston and that the town centre continues to be relevant and provides a high end quality retailing offer, whilst further developing high-growth and knowledge based sectors by attracting new enterprises and assisting start-up and small businesses. Developing partnerships is central to this role as the Council continues to work in collaboration with key stakeholders such as Kingston First (BID) the local university and college, job centre and other service providers to deliver projects and initiatives that benefit the local businesses community.

The Council is focused on delivering the best possible outcomes for its communities. To do this the Council needs managers who thrive in a networked organisation and who can provide strong operational leadership.

The role reports directly to the Corporate Head of Service for Economic Development, Housing and Investment, and is directly responsible for a the Economic Development Officer/s.

#### **Key activities**

##### Leadership

- Provides inspirational and constructive leadership to the Regeneration and Economy team to ensure high performance within a networked operating model
- Facilitates change and innovation, building a team culture that encourages innovative, smart and collaborative working

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- Listens to, and works with colleagues to develop team goals in line with corporate strategy, and influences and motivates others to achieve this

### Commissioning and Performance Management

- Commissions services and activities to secure the best outcomes for service users and deliver optimum value for money, in line with the Council's commissioning and contract management frameworks
- Translates internal and external intelligence in order to continually adapt and improve the services in line with demand
- Manages the performance of the team, working with colleagues to define outcomes, set targets and monitor performance, within a culture of continual improvement
- Develops operational plans to ensure that the resources within the teams are used to best effect and impact
- Ensures that the best use is made of financial resources and achieves balanced budgets and income and savings targets, as required.

### Customers and Partners

- Builds strong working partnerships across the public, private and voluntary sectors to enable the service to be delivered in an outcome-focused and efficient way
- Promotes community cohesion and Kingston's commitment to valuing diversity, ensuring the development and implementation of effective social inclusion

### Digital/New Ways of Working

- Continually looks for ways to improve and modernise our service to customers, including developing and implementing digital/automated processes and eliminating paper wherever possible.
- Champions the use of new technologies, particularly Google, to enable modern working practices to thrive.

### Delivery

- To lead and deliver economic development and enterprise projects providing innovative solutions for business engagement and growth of SMEs.
- To lead on Inward Investment activities on behalf of the Borough to ensure is a great location for businesses and regionally competitive.
- To enable and drive a growth in the business rate base of the borough to ensure sustainable activity and income to the council
- To establish, enable and maintain excellent relationships with key strategic partners including large businesses, investors and stakeholders to ensure business growth in the Borough
- To take responsibility for strategic policy, data and strategies, implementation and delivery, ensuring a coherent consistent 'one council approach' to economic development, growth and inward investment.
- To lead and facilitate effective business engagement on key Council schemes, developing excellent working relationships with businesses and stakeholders

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- To promote inward investment and business/commercial partnerships to drive revenue and income into the council through strong partnerships that deliver, business rate growth and other commercial sources of income.
- To lead on funding bids and project delivery for economic development related projects including digital that develop SMART city infrastructure.
- To establish and sustain strong links with sub regional, regional and government bodies who are also developing economic development data and strategies.
- To support the Corporate Head of Service by optimising the widest business benefit and value for money on economic development projects
- To develop active and beneficial working relationships with local businesses and skills providers. This will include working with Kingston First and the local university and college, job centre and other service providers to deliver projects and initiatives that benefit the local businesses community.
- To promote corporate working, undertake corporate projects as required and undertake any other duties that are consistent with the Council's expectations of a manager at this level.
- To lead on the negotiation in planning and effectively monitor and continuously improve innovative employment skills packages, especially end user phase during and post planning consent through CIL and S106 agreements.

### Equality and Diversity

- Embeds equity, equality, fairness and diversity into all aspects of team management and service delivery

### **Corporate responsibilities**

Kingston Council requires managers to undertake and support a range of important corporate responsibilities including:

- GDPR
- Election duties
- Emergency planning and business continuity
- Engagement & Collaboration
- Health and Safety
- Safeguarding – protection of vulnerable adults and children
- Volunteering/social impact
- Complaints handling and investigation

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NB. The requirements of this post could include attending meetings and other events outside normal hours as expected with a post of this nature and the postholder will need to manage their work life balance flexibly to meet the needs of the role.

### The person

In order to successfully deliver the responsibilities of the role, you will need to:

- Have a degree qualification in a related discipline
- Demonstrate significant experience and track record in delivering successful economic development projects and programmes
- To effectively manage staff and lead a multi disciplinary team of professionals to deliver successful project outcomes
- Have strong leadership skills, modelling a performance culture and constructively building achievement, confidence and skills in others
- Question and challenge conventional thinking, with a continual eye on the bigger picture in terms of the corporate context and external environment
- Role model agility and adaptability in mindset and ways of working
- Work successfully with key stakeholders including Members, residents, businesses, communities, partner organisations and other public services
- Demonstrate commitment to own personal and professional development to meet the changing demands of the role
- Demonstrate a high level of innovation and creativity.

### Our leadership competencies

#### Leadership

- Ability to demonstrate successful leadership and build a strong, capable and highly motivated team

#### Partnering for Excellence

- Ability to apply commercial judgement to make decisions that will deliver cost efficient and effective results for Kingston Council and the Kingston community

#### Communication and Influencing

- An ability to understand and respond to the evolving economic and social environment within which Kingston Council operates
- Seeks, listens to and responds to the views and ideas of staff and customers
- Keeps staff informed of information that affects them

#### Putting the Customer First

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- Demonstrate a strong commitment to service excellence, customer care and continuous improvement
- Identify and understand the needs of both internal and external customers by providing excellent customer service in all areas of Council business

### **Being the Best**

- Support performance improvement by challenging the status quo and providing enough scope for staff to experiment with new or innovative solutions

## **Our Values**

Being an enabling council is a key principle that runs through our organisational development and is embedded in everything we do. Underpinning this are the following values:

### Innovative:

- Promote a culture that encourages creativity
- Embrace new ideas and ways of working
- Ambitious to push the boundaries to realise potential

### Open:

- Respect and recognition - everyone has a voice that is heard and we are all valued
- Collaborative - working together with new and existing partners
- Empowering staff and residents to encourage informed decision-making
- Inspire trust by acting with integrity in all we do

### Smart:

- Commercial acumen to find solutions and best value
- Agile working
- Customer driven, listening and responding to consistently deliver excellence

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### Background to the team

Kingston offers culture, heritage, a riverside setting, access to some of London's best open spaces, high quality retail, and excellent educational facilities. It's residents are highly skilled and enjoy an excellent quality of life. Increased housing targets and the potential arrival of Crossrail 2 to all 10 train stations, means Kingston is set to change. The Council is prioritising working collaboratively with stakeholders and communities to proactively shape this change, including through it's emerging new Local Plan. Growing and diversifying the economy, enhancing local identity, empowering communities, and high quality design are key elements to support sustainable development.

### Our Projects

It's an exciting and busy time for the Regeneration/Economy Team in Kingston, with numerous significant town and district centre developments coming through in the next couple of years

Sites & Locations	Key info on Site
<b>Cattle Market (KTC)</b>	<b>Size:</b> 1.9 hectares <b>Use:</b> Mixed use <b>Ownership:</b> RBK
<b>Ashdown Road Car Park (KTC)</b>	<b>Size:</b> 0.7 hectares <b>Use:</b> principally a surface level car park. <b>Ownership:</b> RBK circa (85%) & St George (circa 15%)
<b>Guildhall Complex (KTC)</b>	<b>Size:</b> 9125sqm (exclusive of Police Station and Court buildings). <b>Use:</b> mixed use.
<b>The Exchange Workspace (KTC)</b>	A flexible workspace concept based in an iconic arts and crafts style building in KTC. <b>Size:</b> 800sqm <b>Use:</b> flexible B1 office space

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<b>Conquest House &amp; King's Place (KTC)</b>	<p><b>Size:</b> 98,209 square feet  <b>Use:</b> Predominantly office with some retail space.  <b>Ownership:</b> RBK</p>
<b>Cocks Crescent (New Malden)</b>	<p><b>Size:</b> 5.6 hectares  <b>Use:</b> mixed use  <b>Ownership:</b> Public &amp; private (4 hectares owned by RBK).</p>
<b>Small Sites Programme (Borough-wide)</b>	<p>Sites identified: 300 council owned sites          Potential number of homes across all sites: up to 1000</p>
<b>Cambridge Road Estate (Norbiton)</b>	<p><b>Size:</b> 8.6 hectares  <b>Ownership:</b> RBK  <b>Use:</b> approx 2000 units, new community facilities and green spaces (subject to masterplanning).</p>
<b>Kingsmeadow site &amp; surrounds (Norbiton)</b>	
<b>Leisure/Community Hub sites (Borough-wide)</b>	<p><b>Ownership:</b> public &amp; private (predominantly RBK)  <b>Use:</b> leisure-led mixed use</p>

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**Our Team**

