

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>9BF</b>	<b>Role Title</b>	<b>Enterprise Coordinator</b>
<b>Grade</b>	PS9	<b>Reports to (role title)</b>	<b>Operations Manager</b>
		<b>Directorate/School</b>	<b>Environment Property and Growth</b>
<b>JE Band</b>	314-370	<b>Service/Department</b>	<b>Economy and Growth</b>
		<b>Date Role Profile was created</b>	<b>Apr-25</b>

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

<b>Role Purpose</b> including key outputs	<p>The Enterprise Coordinator sits at the heart of the local Careers Hub to help schools and colleges improve their careers and enterprise programmes and to engage with employers and the world of work.</p> <p>The Enterprise Coordinator will work across the whole of Surrey geography, attending regular events and in-person meetings.</p> <p>This is a fixed term contract to 31.08.2026 based in Woodhatch Place, Reigate, with possibility for annual renewal subject to confirmation of future external funding.</p>
<b>Work Context</b>	<p>Surrey County Council continues to make its most significant ever investment in supporting Surrey's economy. As the largest economy outside of London, Surrey's Economy and Growth Team supports the Council in its ambitions to focus on the whole Surrey economy and to provide a resilient and ambitious economic environment through unprecedented economic challenges. The Careers Hub brings together schools, colleges and employers in a local area. The goal is to support schools and colleges to improve how they prepare young people for their best next steps and the world of work, linking into our strategic economic ambitions and ensuring that no one is left behind.</p> <p>Enterprise Coordinators are responsible for a caseload of schools and colleges and for delivery of a range of projects and initiatives aligned to the Careers Hub strategic priorities, including projects to increase employer engagement.</p> <p>Within this role, the postholder will be expected to identify and embed key relationships with other Economy and Growth colleagues to ensure successful outcomes from horizontal working.</p> <p>Surrey County Council's main office location is in Reigate, but flexible working arrangements including working from home and travel across the county will apply.</p>
<b>Line management responsibility</b> if applicable	N/a
<b>Budget responsibility</b> if applicable	<p>May assist with budget/resource management in accordance with the organisation's policies and procedures</p> <p>May have delegated responsibility for a budget(s) or Hub Delivery Fund</p>

<p><b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family</p>	<p>Analysis, Reporting &amp; Documentation</p> <ul style="list-style-type: none"> <li>• Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making.</li> <li>• Analyse and make recommendations for improvement or development of existing systems, processes or policy.</li> </ul> <p>Service Delivery</p> <ul style="list-style-type: none"> <li>• Maintain, develop and review systems, processes, procedures and working methods to maximise service quality, efficiency and compliance.</li> <li>• Provide specialist/professional advice and recommendations within specific parameters to support informed decision making.</li> </ul> <p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>• Plan workloads and secure resources to enable the team/s to achieve a quality service.</li> <li>• Lead projects and reviews within a defined area of work as directed by their manager to support and enhance service delivery.</li> </ul> <p>Finance/Resource Management</p> <ul style="list-style-type: none"> <li>• May assist with budget/resource management in accordance with the organisation's policies and procedures.</li> <li>• May have delegated responsibility for a budget(s).</li> </ul> <p>Work with others</p> <ul style="list-style-type: none"> <li>• Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service.</li> </ul> <p>People Management</p> <ul style="list-style-type: none"> <li>• May manage a team operating in a well defined specialist area or oversee the delivery of a range of support services to a service or function.</li> <li>• Monitor and support the performance management and development of team members to ensure that individual contributions are maximised.</li> </ul> <p>And/Or</p> <ul style="list-style-type: none"> <li>• Operate as an individual responsible for the delivery of a high level/complex service.</li> </ul> <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To be responsible for ensuring health &amp; safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p><b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b></p>	<ul style="list-style-type: none"> <li>• Degree qualified, or significant vocational experience demonstrating development through involvement in a series of progressively more demanding relevant work/roles.</li> <li>• Professional qualification, or able to evidence knowledge and understanding of appropriate business disciplines.</li> <li>• Comprehensive knowledge of computerised business systems in terms of functionality and capability (some roles).</li> <li>• Knowledge of principles, practices, policies and procedures relating to business planning and financial and organisational management.</li> <li>• Proven written and oral communication and interpersonal skills with good negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals.</li> <li>• Ability to understand, meet and exceed customer expectations.</li> <li>• Ability to work on own initiative, with solution focused problem solving skills.</li> <li>• Ability to manage a range of projects through to completion.</li> <li>• Previous practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public.</li> <li>• Previous management experience including staff supervision, development and organisational skills (where appropriate).</li> </ul>

<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<ul style="list-style-type: none"> <li>· Demonstrable experience of engaging and building relationships with leaders from schools, colleges and businesses.</li> <li>· Demonstrable experience of leading the delivery of programmes or projects with multiple stakeholders.</li> <li>· A strong background in stakeholder engagement and management and of communicating with a variety of audiences, preferably in the education and/or careers sector.</li> <li>· A demonstrable understanding of school culture and the challenges faced by schools in delivering careers and enterprise, and the current careers education and corporate social responsibility landscapes.</li> <li>· An understanding of relevant local and national policy relating to skills and economic development and the issues and barriers to employment faced by young people.</li> <li>· A demonstrable understanding of post-16 landscape including National Apprenticeship Service, Uni-Connect, National Careers Service and T Levels</li> </ul> <p>Excellent communication and interpersonal skills, with the ability to persuade and influence a variety of audiences and encourage others to use new ways of working.</p> <ul style="list-style-type: none"> <li>· Collaborative and good at building relationships at all levels, both internally and with a range of external stakeholders.</li> <li>· Proactive, with the ability to work independently, prioritising a busy workload, managing relationships with many stakeholders, and adapting conflicting priorities and deadlines.</li> <li>· Able to think and plan strategically to measure and drive performance</li> <li>· Adaptable, tenacious, determined, positive and resilient with the ability to deal with ambiguity in a changing environment.</li> <li>· Competent use of a range of digital and IT and social media platforms to improve and raise awareness of the direct impact of the network.</li> </ul>
<b>Role Summary</b>	<p>Roles at this level are often professionally qualified roles, specialists, or project officers providing advice and support to their customers, or lead and manage the work of larger teams. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will have a fair degree of autonomy and work closely with customers, staff, partners, third parties agencies and/or contractors and have a primary role ensuring their services achieve the agreed service standards in a cost effective way and in improving quality standards. Forward planning could be for months ahead and the role will contribute to longer-term development. Work requires the consideration of future implications beyond the immediate problems.</p>
<b>Reference Number</b>	BM-2023-242