

# Role Profile

## Part A - Grade & Structure Information

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| Job Family Code               | 11BF      | Role Title              | Opportunities for Growth Manager  |
| Grade                         | 11        | Reports to (role title) | Operations Manager                |
| JE Band                       | 439-518   | Directorate / School    | Place                             |
| Date Role Profile was created | Jun-26    | Service / Department    | Economy and Growth                |
| Agile                         | Community | DBS Requirement         | Enhanced with Adults and Children |

## 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.

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| <b>Role Purpose</b><br>including key outputs | <p>Reporting directly to the Operations Manager, the postholder provides the day-to-day oversight and management of cross-function economic growth and careers programmes in a fast-paced, target driven environment. There are currently two live programmes, Surrey Careers Hub and Surrey Growth Hub that the postholder will oversee, including responsibility for a small delivery team.</p> <p>The purpose of this role is to coordinate operations including associated people, processes, monitoring and general management to ensure that programmes are integrated, meet performance targets, and provide businesses and education institutions with a seamless and professional experience. The postholder is responsible for all operational workflows and for supporting &amp; managing delivery staff, driving consistent, high-quality operational delivery across the programme, and creating the foundations that enable effective strategic direction, governance, and external stakeholder engagement.</p> <p>The post is a fixed term contract until 31/08/2027, with the possibility for extension subject to funding.</p> <p>Key responsibilities include</p> <ul style="list-style-type: none"> <li>- Provide leadership across the operational delivery function, driving a high-performance culture.</li> <li>- Lead the delivery team to achieve KPIs and maintain quality standards.</li> <li>- Provide accurate management and performance reporting to the Operations Manager and appropriate governance boards</li> <li>- Develop stakeholder and employer engagement strategies to promote the programme and ensure alignment with other services in Economy and Growth to maximise impact</li> <li>- Manage the procurement and performance management of externally provided specialist services</li> <li>- Drive continuous improvement across all aspects of programme delivery and operational processes</li> <li>- Embed the strategic vision for continuous improvement under the direction of the Operations Manager</li> <li>- Collaborate with partner programmes across Surrey to ensure aligned and effective local delivery</li> <li>- Lead, influence and build effective relationships with peers, senior leaders and stakeholder to achieve shared objectives</li> </ul> |
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| <b>Work Context</b>                                                                                          | <p>The Opportunities for Growth Manager ensures the effective, consistent, high-quality and fully integrated operation of economic growth and careers programmes in Surrey. This post has been created to lead success through the alignment of programmes and to deliver cohesive engagement with businesses and education institutions to maximise impact of the support available and streamline operational processes.</p> <p>The Opportunities for Growth Manager will ensure that operational processes are robust, staff are well-managed, and delivery is fully integrated across multiple workstreams. We are committed to the cross-team consolidation of activity across our areas of work and therefore the full integration of these programmes, both with each other and the wider Economy and Growth team, is the fundamental principle on which the post will operate. The role will also collaborate across Economy and Growth programmes to develop and maintain a consolidated operational approach, identifying opportunities to align functions and processes, share best practice and improve efficiency, resilience and service delivery outcomes.</p> <p>Current live programmes include Surrey Careers Hub which supports 98 schools, special schools and colleges, and brings together education, training providers, businesses and careers professionals to ensure every young person receives outstanding, relevant careers education, and Surrey Growth Hub which provides free and accessible support for Surrey's small and medium enterprises, through the provision of expert advice and mentoring, targeted resources, programmes and events. Business Surrey is the name of the business facing service and the online portal for businesses accessing economic growth services in Surrey. This role is essential to maintaining delivery quality and ensuring compliance with programme requirements.</p> <p>The contractual base will be Woodhatch Place, Reigate. The role is hybrid with at least one day in Woodhatch (usually Tuesday), combined with regular attendance at meetings, community settings, workshops and events across the county, which will require travel across the county.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Line management responsibility</b><br>if applicable                                                       | 5-10                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Budget responsibility</b><br>if applicable                                                                | Support to the Operations Manager with associated programme budgets                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Representative Accountabilities</b><br>Typical accountabilities in roles at this level in this job family | <p><b>Analysis, Reporting &amp; Documentation</b></p> <ul style="list-style-type: none"> <li>• Advise on the analysis and interpretation of data, identify trends and test solutions, present results and put forward recommendations to support the resolution of issues and support decision making.</li> </ul> <p><b>Service Delivery</b></p> <ul style="list-style-type: none"> <li>• Review the operations of the teams to identify improvements in systems, processes, procedures and working methods, and propose changes to secure greater efficiency and compliance.</li> <li>• Apply specialist/professional expertise and use judgement to make decisions where solutions are not obvious, to deliver services that meet customer requirements and service standards.</li> <li>• Ensure professional and quality service standards are maintained and applied within their area of activity.</li> </ul> <p><b>Planning &amp; Organising</b></p> <ul style="list-style-type: none"> <li>• Lead or contribute to the operation of an efficient and effective service ensuring the work of the team supports service plans and that necessary resources are secured.</li> <li>• Lead major projects and reviews within a defined area of work to support and enhance service delivery.</li> </ul> <p><b>Finance/Resource Management</b></p> <ul style="list-style-type: none"> <li>• May monitor, analyse and manage delegated budgets, funding and resources in accordance with organisation's policies and procedures.</li> </ul> <p><b>Work with others</b></p> <ul style="list-style-type: none"> <li>• Liaise internally and externally to ensure the department/service issues are appropriately represented and acted upon.</li> <li>• Work with managers, service representatives and partners to identify and apply cost effective means of delivering improvements to business processes and strategies.</li> </ul> <p><b>People Management</b></p> <ul style="list-style-type: none"> <li>• Directly or matrix manage a diverse group of staff to ensure the successful delivery of a service.</li> <li>• Monitor and support the performance management and development of team members using a coaching approach, to support individual development and ensure that individual contributions are maximised.</li> </ul> <p><b>Duties for all</b></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> |

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| <b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>                                | <ul style="list-style-type: none"> <li>• Degree or equivalent, or significant vocational experience showing development in a series of progressively more demanding relevant work/roles.</li> <li>• Professional qualification or evidence of high. level understanding of relevant business disciplines.</li> <li>• Extensive and comprehensive knowledge of computerised business systems, able to promote the use of IT systems within the service (some roles).</li> <li>• Extensive knowledge of principles, practices, and procedures relating to business planning and financial and organisational management.</li> <li>• Proven written and oral communication and interpersonal skills with established 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>• Proven problem solving skills with the capacity to devise and implement innovative solutions.</li> <li>• Proven ability to manage a wide range of complex projects or programmes.</li> <li>• Significant work experience at management level in one or more relevant specialist areas.</li> <li>• Demonstrable experience in successful recruiting, managing, coaching and developing of staff.</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>- Proven experience in operations management within a complex or multi-partner environment, preferably within a local authority setting</li> <li>- Proven experience in influencing and building strategic partnerships</li> <li>- Demonstrable experience in people management and coaching experience of teams to target and quality performance</li> <li>- Strong organisational and operational oversight skills</li> <li>- Experience with grant administration, audit processes, or publicly funded programmes within a local authority environment</li> <li>- Experience managing pipelines, workflows, or customer engagement processes</li> <li>- Strong understanding of governance, compliance, and reporting requirements</li> <li>- Ability to analyse data, identify trends, and produce actionable reports and insights</li> <li>- Confident communicator able to influence and coordinate across teams</li> <li>- High level of accuracy, attention to detail, and process discipline</li> <li>- Ability to work proactively, manage competing priorities, and solve problems independently</li> <li>- Competent user of digital tools, CRM systems, and programme management software</li> <li>- Experience in managing complexity across diverse economic themes, business management systems and processes</li> <li>- Demonstrable success in managing operational relationships across a wide range of disciplines and interests</li> <li>- A good understanding of the concept of horizontal, cross-cutting working, its benefits and how to translate that concept into practice</li> </ul> <p>Desired Qualifications, Skills &amp; Experience</p> <ul style="list-style-type: none"> <li>- Experience in business growth or skills and careers education programmes</li> <li>- Experience in business support, economic development, or innovation programmes within a council environment</li> <li>- Project management qualification (for example, PRINCE, PMI, APM qualifications)</li> <li>- Experience in event management</li> <li>- Understanding of SME challenges, careers education, or skills programmes</li> <li>- Experience deputising for senior managers or representing programmes externally</li> <li>- Ability to contribute to strategic planning and programme improvement initiatives</li> </ul> |
| <b>Role Summary</b>                                                                                                         | <p>Roles at this level typically have significant management responsibility either for a large team or coordinating sub functions within a service, and/or will provide professional, specialist or high level technical advice, direction and input across a wide range of activities. They require a conceptual understanding of a technical, professional or specialised field, and job holders require the knowledge and experience to handle and resolve complex issues, anticipate problems and recommend solutions. There will be a requirement to plan and organise own and/or team activity over a significant time scale and coordinate work with associated functions. They will typically be required to influence/motivate others both inside and outside immediate reporting lines, including external stakeholders, and have a primary role in setting service levels. They ensure that their services achieve the agreed financial and service standards, and will have professional autonomy and discretion within operational policies and practice guidance.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Reference Number</b>                                                                                                     | <p>BM-2026-264</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

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