



European Union

European Regional
Development Fund

Organisation: NBV Enterprise Solutions Ltd

Job Title: Project/Programme Manager for Incubation Extension
This position is wholly or partially funded through European Regional Development Funds

Responsible to: Executive and Finance Director

Job Purpose:

To deliver contract and management functions for ERDF Projects and services being delivered by NBV

To provide information, guidance and support to enable individuals within the organisation to operate effectively against Incubation Extension contractual obligations and project delivery requirements.

To develop partnerships with appropriate Incubation Extension partners, stakeholders, and intermediary organisations and remain alert to the possibilities of joint working and business growth opportunities.

Main Tasks:

- To have a comprehensive understanding of the geographic area in respect of economic and social issues and influences that may impact on the customer base and needs of start-up and business clients.
- Manage a team of Business Coaches, Advisers and Mentors delivering Incubation Extension business support services to a range of customers and to specified Programme activity relevant to NBV's contractual obligations at any given time.
- Build positive and constructive relationships with local partners, stakeholders and intermediary organisations whose activities may have a bearing on NBV's Incubation Extension service delivery and develop effective partnership working where appropriate and relevant.
- Make appropriate recommendations to the Executive and Finance Director in respect of ensuring successful ERDF contract and project performance and adhering to the Incubation Extension ERDF contract audit requirements of funders.
- Ensure that excellent ERDF contractual and systems standards are maintained across the organisation and that staff understand and adhere to such standards.
- Monitor NBV's Incubation Extension ERDF contract and collate monitoring and financial reports, liaising with team members and the SMT to ensure that the claims processes are completed and submitted on time to funders.
- Ensure that NBV's ICT based client management systems are maintained and upgraded on an ongoing basis.
- Ensure that paper based documentation used to record ERDF client data reflects contractual requirements of funders and is reviewed and upgraded on an ongoing basis ensuring that any new ERDF documents and systems are incorporated into ISO and IIP standards.
- Liaising with funders and external partner project managers in respect of Incubation Extension contract management activities.

- Keep up-to-date and be aware of business support developments and new business opportunities, working with the Executive and Finance Director to manage and develop ERDF funding bids where appropriate.
- Maintain appropriate standards of working and ensure compliance with company policies and practices at all times for self and team.

Job Requirements:

Experience:

- Relevant ERDF management experience, including managing people, projects, delivering stretching targets and high level customer service.
- Relevant experience of meeting demanding ERDF target delivery
- Experience of the business support environment
- Considerable experience of management information and project management systems and of working in an ERDF contract management capacity.
- Considerable experience of working within the public and voluntary sector
- Considerable experience of working with diverse groups
- Experience of communicating (and presenting) effectively at all levels to individuals and groups and in the context of business matters, in a clear and articulate manner.
- Experience of producing high level reports.

Skills and Competencies:

- To be able to demonstrate excellent management skills including an ability to take decisions regarding people, contract and service delivery at an operational level
- An ability to meet demanding targets
- An ability to analyse objectively potential issues and make recommendations regarding systems, processes and management information.
- Knowledge and understanding of ERDF delivery requirements
- Knowledge and understanding of the business development process, such as business planning, financial planning and an understanding of the legalities and regulations affecting establishing a business.
- An ability to work under own direction with little support from internal or external sources.
- To be able to demonstrate excellent communication skills and build rapport.
- To be able to demonstrate excellent ICT and database management skills
- An ability and commitment to delivering a quality service through excellent customer service and high level management and administration.
- A well-developed sense of service to both the community and individuals.
- To be flexible and adaptable.
- A commitment to delivering a high quality service and to be committed to the aims and objectives of NBV.

Contacts:

External With individual Incubation Extension clients and owner managers.

With Incubation Extension management teams in companies.

With partner organisations and agencies

Access to Confidential Information:

All information relating to client records.

Access to confidential client Information:

Access to confidential information on local businesses.

All confidential information stored on databases within NBV.

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