

# OCEANSGATE PROJECT CO-ORDINATOR



## Role Profile

<b>Title</b>	Oceansgate Project Co-ordinator	
<b>Grade</b>	GRADE F	
<b>Reference:</b>	N963	
<b>Reports to:</b>	Head of City Deal	
<b>Work style Definition</b>	Office based hot–desk/touch down worker	
<b>Job Type:</b>	Semi Professional	
<b>Primary purpose of role</b>	South Yard is Plymouth’s flagship regeneration project which will ultimately create 1200 highly skilled jobs. This job will take a leading role in independently delivering aspects of the Oceansgate Programme without reference to senior colleagues including marketing, business support and responding to the requirement of funders including the Enterprise Zone as well as coordinating programme management arrangements	
<b>Key accountabilities and key measures</b>	<b>Role outcomes</b> <ul style="list-style-type: none"> <li>▪ Businesses feel well supported prior to and during their tenancy, and there is a tangible benefit to the business receiving support (30%)</li> <li>▪ Oceansgate Buildings are managed in line with Plymouth City Council Corporate requirements. (10%)</li> <li>▪ Oceansgate is effectively marketed with a high demand for business accommodation (40%)</li> <li>▪ Funders are provided with the timely accurate monitoring reports that meet their needs (10%)</li> <li>▪ Programme monitoring and meeting actions are used to drive improvements in programme performance (10%)</li> </ul>	<b>Role measures</b> <ul style="list-style-type: none"> <li>▪ Number of businesses with plans to grow.</li> <li>▪ Number of businesses landing at Oceansgate</li> <li>▪ Funders view Oceansgate positively</li> <li>▪ Programme keeps to budget and milestones</li> <li>▪ Public perception</li> </ul>
<b>Key activities</b>	<b>Work independently to build and maintain relations with business owners, stakeholders and funders (40%)</b>	

- Act as key point of contact with businesses, stakeholders and funders of Oceansgate
- Build and maintain relationships with business owners, take independent decisions in providing them with practical support to help them grow to fulfil the terms of their lease including Enterprise Zone requirements
- Negotiate lease terms with prospective tenants without reference to senior colleagues
- Manage tenant fit out process to ensure the tenant experience is positive, including provision of access control and building keys, access for contractors and deliveries
- Advise tenants on potential funding opportunities and benefits in line with Enterprise Zone status
- Advise tenants regarding Travel Plans, Building Management and access to local specialist services to support their growth
- React to unexpected situations, taking initiative and decisions to deal with difficult situations without reference to senior colleagues
- Maintain relations with other key high value businesses and stakeholders located in the vicinity of Oceansgate such as the MoD, Marine Business Technology Centre, Princess Yachts and Babcock International.
- Support the development of successive business cases and funding bids
- Support completion of funders claim forms, independently collecting information and reporting outputs.
- Respond to problems and situations that may arise when decisions have to be made by the postholder
- Manage the Council's external Managing Agent (Vickery Holman) for Oceansgate, monitoring collection of rent and service charge, rectification of building defects and arranging access for contractors

#### **Deliver Marketing Strategy for Oceansgate (30%)**

- Responsible for developing and delivering a programme of marketing activity for Oceansgate Enterprise Zone demonstrating year-on-year growth in social media followings, impressions and overall media coverage
- Lead on the delivery of a social media strategy, independently creating and posting content
- Organise and attend national and international marine trade and investment shows to raise profile of Oceansgate and deliver the follow-up actions
- Responsible for briefing senior management team of marketing and events plans and outputs
- Independent research of marine and innovation markets and opportunities
- Responsible for authoring and distribution of the monthly newsletter and increase the number of subscribers
- Management of Oceansgate website
- Organise and manage events based at Oceansgate including construction related (turf cutting, topping out, etc.), tenants office openings and marine related events.

	<ul style="list-style-type: none"> <li>▪ Ensuring funders publicity requirements are met at all times for Heart of the South west, MHCLG, Enterprise Zone and ERDF.</li> </ul> <p><b>Management of contractors and contracted funding streams and mainstream budgets (20%)</b></p> <ul style="list-style-type: none"> <li>▪ First point of contact with building contractors to ensure seamless communication between contractors, the council, businesses and other key stakeholders</li> <li>▪ First point of contact for funders such as ERDF, Enterprise Zone, Growth Deal etc.</li> <li>▪ Responsible for compliance with relevant EU and national legislation, regulations, government and council policy, managing any policies, processes, forms and procedures to ensure efficient project delivery.</li> <li>▪ Monitor the Oceansgate revenue and capital budgets worth £30m to ensure the project remains on expenditure track and that there are sufficient funds to maintain progress.</li> <li>▪ Monitoring multiple contracts</li> <li>▪ Ensuring all invoices are paid on time</li> <li>▪ Manage the Oceansgate Facilities Management contract to ensure that buildings and their surroundings are maintained to a high standard.</li> <li>▪ Management of Phase I defects</li> <li>▪ Prepare monitoring reports for internal Executive board. Draft monitoring reports and presentations which detail programme progress. Care, accuracy, confidentiality and security of the information must be ensured at all times</li> <li>▪ Communication with various partners. Act as the link between the Programme Team, stakeholders, contractors and employees within other Council departments. Manage, co-ordinate and disseminate accurate and timely information, acting with discretion</li> </ul> <p><b>Lead on Oceansgate procurement (10%)</b></p> <ul style="list-style-type: none"> <li>▪ Responsible for ensuring all procurement activity is undertaken following the council's rules and regulations. That purchase orders are raised in a timely manner and accurately.</li> <li>▪ <b>Undertake other duties appropriate to the grade of the post</b></li> </ul>
<p><b>Essential qualifications/ knowledge</b></p>	<ul style="list-style-type: none"> <li>▪ Degree educated to demonstrate ability to work and research independent of senior colleagues</li> <li>▪ Professional marketing qualification to Level 4 Certificate</li> <li>▪ GCSE (Grade A-C / 9-4) or equivalent including English and Maths essential to demonstrate a standard of literacy/numeracy commensurate with the role.</li> <li>▪ Competent user of Microsoft Office</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Knowledge of project management principles, methodologies and processes</li> <li>▪ National and European (e.g. ERDF) funded programme administration &amp; coordination experience</li> <li>▪ Knowledge of commercial property tenancies</li> <li>▪ Knowledge of the marine sector</li> <li>▪ Knowledge of grant funding</li> </ul>
<b>Desirable qualifications/ knowledge</b>	<ul style="list-style-type: none"> <li>▪ Accredited through the Association of Project Management</li> <li>▪ The Chartered Institute of Procurement &amp; Supply Advanced certificate, diploma, advanced diploma or professional diploma.</li> </ul>
<b>Essential experience</b>	<ul style="list-style-type: none"> <li>▪ Experience of working with higher levels of management</li> <li>▪ Working in a complex multi- agency/partnership setting</li> <li>▪ Working in a commercial setting with a proven track record of working with businesses delivering a high level of customer service including the ability to negotiate leases</li> <li>▪ Evidence of working on own initiative, able to make rapid decisions and responding independently to unexpected problems</li> <li>▪ Experienced in event planning, developing and implementing marketing strategies and delivering social media campaigns requiring considerable experience of social media</li> <li>▪ Interpreting complex datasets and information</li> <li>▪ Problem solving skills to understand and resolve more complex issues and identify evaluation strategies and decisions required to progress</li> <li>▪ Experience of working in economic development and or large regeneration projects</li> </ul>
<b>Desirable experience</b>	<ul style="list-style-type: none"> <li>▪ Working with politicians</li> </ul>
<b>Essential skills</b>	<ul style="list-style-type: none"> <li>▪ High level of interpersonal and communication skills are needed in order to exchange complex information with a range of audiences such as Senior Officers, project stakeholders and outside organisations</li> <li>▪ Negotiating and persuasive skills are used to be able to influence others in a particular course of action e.g. securing the best price for the procurement or securing a lease for a new tenant.</li> <li>▪ Problem solving to identify solutions to problems posed e.g. facing conflicting timescales may require a change of action within the project plan</li> <li>▪ Strong report writing and spreadsheet skills to produce clear project documents such as schedules and budget reports</li> <li>▪ Planning and organisational skills to plan meetings and events</li> <li>▪ Budget management and monitoring skill.</li> <li>▪ Time Management Skills to work to deadlines and achieve individual objectives</li> </ul>

	<ul style="list-style-type: none"><li>▪ Ability to coach and mentor others to support their professional development</li></ul>
<b>Corporate standards</b> <ul style="list-style-type: none"><li>▪ In accordance with Council policies and guidance on information management and security, it is your personal responsibility for data protection, client confidentiality and information governance.</li><li>▪ Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council’s constitution and its policies and procedures.</li><li>▪ Work within the requirements of the Council’s Health and Safety policy, performance standards, safe systems of work and procedures.</li><li>▪ Undertake all duties with due regard to the corporate equalities policy and relevant legislation.</li></ul>	