

JOB DESCRIPTION

JOB TITLE:	Strategic Partnerships Executive
DEPARTMENT:	Department for Enterprise
LOCATION:	St George's Court
GRADE:	Individual Contract
REPORTS TO:	Head of Strategic Partnerships

INTRODUCTION

The Strategic Partnership model was created to foster closer trusted relationships with the Isle of Man digital sector, working closely with the sector on-Island to identify barriers to growth and to propose effective strategies to mitigate, resolve or limit their impact with the aim to support future growth of digital businesses on-Island and to enhance where possible, the Island's competitive position. In addition to this, the strategic partnership model also works across all verticals to attract new businesses to the Isle of Man and to manage the journey through the pipeline to ensure businesses land and become part of the ecosystem.

The Island's digital business community represents a dynamic, evolving and high profile economy, encompassing some of the most innovative and ground-breaking business concepts and initiatives across eGaming, the digital economy and digital media and creative industries; most notably within gaming clusters, white label operators, content suppliers, fintech, blockchain, ebusiness, digital currency, telecoms, esports, broadcasting & film, animation, video & games, distribution & advertising and the creative industries.

The role of the Strategic Partnerships team is to deliver results across agency objectives and initiatives, to be a trusted contact for the sector and to provide feedback and business intel on the digital sector, it's health and growth trajectory to the Head of Strategic Partnerships, CEO and wider Government where appropriate.

PURPOSE OF THE POST

- Work with the Strategic Partnership Team to create and maintain strong and productive relationships with on-Island digital businesses and supporting sectors and organisations
- Assist to support the growth of businesses on-Island
- Assist to attract new digital businesses to the Island
- Working under the Head of Strategic Partnerships, support the enhancement, where possible of the Island's competitive proposition

KEY OBJECTIVES

The primary objectives of the role are:

- Working within the team to support a cohesive and aligned approach to account management and business development activities as set out by the Head of Strategic Partnerships
- Support the development and roll-out of strategies which may impact/benefit existing businesses as well as assist to attract new businesses to the Island

Account Management:

- Create and maintain strong and trusted relationships with the sector through the account management process. Capture feedback, update on agency initiatives
- Feedback intel through the account management process and directly to the Head of Strategic Partnerships and Digital team
- Through the process, help to identify challenges facing digital businesses, working with the team to identify the root cause of the problem and feed in to the proposal of effective strategies to mitigate, resolve or limit their impact
- Support existing digital sector businesses located on the Island to support their continued ability to grow
- Feed in to assist with the development of strategies to encourage the growth of on island digital businesses by partnering with representatives within the digital sector

Business Development:

- As directed by agreed campaigns and prospecting plans, seek out and encourage new businesses with an interest in the Isle of Man, driving leads through the business development and pipeline process
- Work with the Strategic Partnership team to support businesses to locate to the Island, facilitating a smooth and supportive process
- Feedback intel through the opportunity management process and directly to the Head of Strategic Partnerships and Digital team to feed into the development of strategies to raise awareness of the Isle of Man's digital sectors
- Contribute to strategies to assist the competitiveness and offering of the Isle of Man's digital sector in conjunction with the private sector
- Assist with the development of strategies to attract new digital businesses to establish a presence in the Isle of Man

DUTIES AND RESPONSIBILITIES

- Follow agreed process to report and feedback on all account management and business development activity as agreed by the Head of Strategic Partnerships. This will include feeding in to activity reports and inputting into database tracking systems to required standards and timeliness, and producing routine and ad hoc reports as required to support strategic and operational management decisions
- Create and maintain industry stakeholder relationships within your agreed portfolio of accounts, supported by an effective CRM tool and work with the team to plan a programme of visits to digital oriented businesses to ascertain needs, challenges and potential economic development opportunities
- The post-holder will be expected to take a proactive approach in managing their own portfolio of opportunities, driving them through the pipeline process and supporting opportunities to land/go live, supported by an experienced Strategic Partnership team
- Liaise at appropriate officer level with other Divisions and Departments to encourage cooperation on joint activities or participation in events

- Become familiar with and remain abreast of current regulations from regulators such as the Gambling Supervision Commission (GSC) and the Financial Services Authority (FSA) in order to support account management and business development activity
- As well as digital businesses, the role may also require regular contact with all supporting service providers who have a role in supporting the Isle of Man's Digital sector and upcoming strategies such as corporate service providers, legal firms, and financial services
- In conjunction with the Digital Team the post-holder will attend agreed events as a representative of the Isle of Man, including supporting the organisation of exhibition and sponsorship opportunities. This will include liaison with private sector sponsors and provision of support services during events such as business development meetings at the event or in the immediate surrounding business community to maximise potential and value
- Through an agreed process, answer and support incoming enquiries to the Digital Isle of Man mailbox
- Become familiar with and remain abreast of industry trends, marketing developments and competitor activity and feed in new thinking
- Support the team with market intelligence gathering projects on jurisdictions considered to be competitors and jurisdictions that afford opportunities to market into

Representation

The post holder will represent the Department for Enterprise and Digital Isle of Man in a range of settings, forums, committees, working groups and events. It is expected that the post holder will be a committed ambassador of the Department and the work that it seeks to achieve. More specifically they will be required to represent and support the Isle of Man and Isle of Man businesses wherever possible.

Health and Safety

The post holder will be responsible for their own health and safety and the impact of their actions on others. They will be responsible for identifying any possible risks or near misses to a responsible manager and/or the Health and Safety Review Group.

Integrity

As an employee of DfE, the post holder is expected to recognise that their everyday business requires the highest level of personal integrity. Each Officer has a personal responsibility to maintain the confidentiality of all business and to uphold such confidences. In addition to **Integrity**, the Department has three other core values; **Respect**, **Innovation** and **Collaboration**. An appointee is required to be an ambassador for these values at all times.

KNOWLEDGE, SKILLS AND EXPERIENCE

To properly deliver the requirements of this post it is expected that the post holder will be able to demonstrate the following skills and experience:

- ◆ Knowledge of business development processes and working with opportunities, taking them through a pipeline
- ◆ The ability to problems solve and present multiple achievable solutions
- ◆ High energy, proactive and positive mind-set
- ◆ Highly organised
- ◆ Experience in account management and CRM with ability to create and maintain strong relationships and build trust
- ◆ Personal confidence with good interpersonal skills
- ◆ An excellent team player
- ◆ An ability to communicate openly and honestly, ensuring that multiple stakeholders are kept up to date with the latest information
- ◆ An understanding and/or experience of commercial business
- ◆ A strong customer service ethic
- ◆ The drive and commitment to achieve organisation goals
- ◆ Basic knowledge of promotional techniques
- ◆ Research skills and the ability to find and integrate information quickly
- ◆ Excellent Computer skills including an understanding of Word, Excel, PowerPoint and web based applications
- ◆ Able to travel off-Island as required
- ◆ A current clean driving licence is preferable

COMPETENCY REQUIREMENTS

Competency levels for this post are:

Leading and working together

Level B

Actively supports/manages staff to deliver objectives; generates enthusiasm and commitment in others and demonstrates this in their own approach; works collaboratively with colleagues to deliver results; develops effective and productive working relationships with colleagues and with contacts in other Departments/externally. Manages disagreements with tact and diplomacy.

Communicating and influencing

Level B

Communicates openly with colleagues; is confident speaking in a group or team situation and expresses views in a clear and succinct way. Influences and convinces others to accept or agree to ideas; takes active steps to build acceptance of proposals using knowledge of the organisation.

Achieving results**Level B**

Prioritises own (and others') work to achieve team goals; schedules activities and resources to deliver to agreed timescale; communicates openly about changes to plans; proposes appropriate solutions and considers consequences of different options; makes decisions in a timely manner and recommends/refers important decisions as necessary; strongly focused on achieving results; takes responsibility for the delivery of team objectives.

Delivering a quality service**Level B**

Treats customer service as top priority; makes suggestions for improving aspects of service provision; takes on board suggestions for improving the quality of their work and collaborates with others to deliver excellent service; monitors income, costs and value for money.

Changing and learning**Level B**

Assists, coaches and advises colleagues to develop competence and confidence; actively looks for new, better ways of working; offers opinions in discussions which are not always the most obvious. Is versatile and adaptable, and prepared to change their views. Applies up-to-date specialist skills, knowledge and experience in their work.

Showing commitment and resilience**Level B**

Adopts an energetic approach to work and is enthusiastic and interested in their work; stays calm under pressure, and in control when under stress.

NOTES

The post holder will be located at St George's Court where there is a no smoking policy.

The department offers a flexi-time policy and some flexibility in working hours may be required in this role.

PERSON SPECIFICATION – STRATEGIC PARTNERSHIPS EXECUTIVE

QUALIFICATIONS	ESSENTIAL OR DESIRABLE	METHOD OF ASSESSMENT
5 GCSEs including Maths and English or equivalent	D	Qualification Certificates & CV
Relevant Degree	D	Application & CV
Relevant Professional Qualifications	D	Application & CV
EXPERIENCE		
Experience of working in a business environment	E	Application & CV
Experience of working in digital-related sectors	D	Application & CV
Knowledge of business development and managing a portfolio of leads through a pipeline framework	D	CV & Interview
Account management and CRM experience	D	CV & Interview
Proven ability to follow agreed processes	E	CV & Interview
The ability to problem solve and present multiple achievable solutions	E	CV & Interview
KNOWLEDGE & SKILLS		
Strong customer service ethic	E	CV & Interview
Highly organised with the ability to deliver to timescales, managing multiple projects at the same time	E	CV & Interview
Excellent interpersonal skills, verbal and written communication	E	CV & Interview
Strong attention to detail	E	CV & Interview
Research skills and the ability to find and integrate information quickly	E	CV & Interview
Understanding of the Island's diverse economy and sectors and how the Department contributes to these	E	Interview
Good IT skills including MS Office packages	E	Application & CV
Awareness of Health and Safety, Equality and Diversity and Information Governance procedures while carrying out duties	D	Interview
DISPOSITION		
The Department has four core values; Respect, Integrity, Collaboration and Innovation, which applicants should manifest within their application for this position	E	Interview
Reliable and flexible approach to work – able to respond positively to changing demands	E	Interview
Highly motivated, confident, resilient and positive attitude	E	Interview
Ability to represent the Department externally, comfortable dealing with a	E	Interview

variety of people at different levels in different situations		
Must be able to work on own initiative with moderate supervision, prioritise work, meet tight deadlines and cope with sustained high levels of workload	E	Interview
Demonstrate commitment to personal, professional and technical development and growth	E	Interview
CIRCUMSTANCES/INTERESTS		
Isle of Man Worker	D	Application
Full clean driving licence	D	Application & CV
Ability to work additional/unsociable hours	D	Application & CV
Ability to travel off-island	D	Application & CV