



SOUTH LANARKSHIRE  
Leisure & Culture

## Business Engagement Officer

### Job Profile

<b>Service:</b> Business Development	<b>Grade Scale:</b> Grade 3 Level 2
<b>Reports to:</b> Commercial Manager	

#### Purpose of Job

The Business Engagement Officer is a key role and will be responsible for building and maintaining strong relationships with businesses in the local community and nationally and facilitating business development initiatives. The officer will act as a liaison between SLLC and the business community, ensuring effective communication and collaboration and fostering commercial opportunities

#### Key tasks and responsibilities

##### Key Tasks:

- Lead on taking the SLLC message to the business community, examining opportunities for joint working.
- Engaging with nationwide business programmes with funding streams
- Explore sponsorship opportunities with local and national businesses.
- Work with Events and Hospitality Manager to exploit opportunities for commercial return in SLLC venues around merchandise, food and drink, and vending.
- Advise on pricing policy for venue hire and associated costs.
- Be the key link to SLC officers engaged in economic development and business interaction work

#### Person Specification

CRITERIA	ESSENTIAL	DESIRABLE
<b>Education, Qualification and Training</b>	<ul style="list-style-type: none"><li>• Industry experience in a business engagement environment</li></ul>	<ul style="list-style-type: none"><li>• Educated to degree level or equivalent in a relevant discipline or equivalent relevant experience approach and strong customer focus.</li><li>• Experience of working with a diverse range of colleagues within a large and complex organisation.</li><li>• Experience of reporting to senior management</li></ul>

<p><b>Skills, knowledge, experience</b></p>	<ul style="list-style-type: none"> <li>• Track record in a business engagement environment.</li> <li>• Ability to present information, verbally and in writing, in a clear and concise manner, with excellent attention to detail.</li> <li>• You will have a demonstrable track record of success in a corporate environment, ideally across a range of relevant activities, delivering within a customer-facing environment.</li> <li>• Track record of working with multidisciplinary teams.</li> <li>• You will have strong interpersonal and motivational skills; an ability to clearly convey complex ideas, working collaboratively across a range of services and teams.</li> <li>• You should be able to demonstrate a track record of exemplary compliance in relevant areas.</li> <li>• Excellent IT skills, including components of Microsoft Office software, with good working knowledge of using key databases</li> </ul>	
<p><b>Personal Qualities</b></p>	<ul style="list-style-type: none"> <li>• Demonstrating fresh and innovative thinking coupled with an effective approach to problem solving.</li> <li>• Good communicator and team player able to build networks both internally and externally; experience of managing relationships and expectations of multiple partners.</li> <li>• Ability to build trust and maintain relationships with internal and external stakeholders.</li> </ul>	

<b>Other</b>	<ul style="list-style-type: none"> <li>• Be Positive “can do” attitude and willingness to support others where needed.</li> <li>• Ability to multi-task and work in a focused and fast-paced environment.</li> </ul>	
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<b>Safer Recruitment Checks</b>
<p>As part of our approach to good practice and safer recruitment we carry out a number of pre-employment checks.</p>
<ul style="list-style-type: none"> <li>• Asylum and Immigration right to work in the UK</li> </ul>
<ul style="list-style-type: none"> <li>• Reference check: external candidates require 2 references, one of which must be your from present or most recent employer: Internal candidates require 1 reference from current line manager.</li> </ul>
<ul style="list-style-type: none"> <li>• Candidate Disclosure Check, where applicable</li> </ul>

<b>Behaviour Framework</b>
<p>The Behaviour Framework is a set of core behaviours that defines how employees approach work to enable the delivery of key tasks for the role. The expected behaviours for this role are:</p>
<b>Own It – what can you do</b>
<ul style="list-style-type: none"> <li>• Are motivated to deliver the best possible services possible.</li> <li>• Aim to get things right first time and commit to continuous improvement.</li> <li>• Demonstrate fairness, inclusivity, valuing diversity and equality.</li> <li>• Ensure compliance with external/internal regulations and that you and others are responsible and accountable.</li> <li>• Take ownership of decisions and consider the wider implications for you, the team, and the organisation.</li> <li>• See a job through to completion.</li> <li>• Be accountable for outcomes good or bad.</li> </ul>
<b>Be a great team - what can you do</b>
<ul style="list-style-type: none"> <li>• Work together with colleagues and customers and take time to build effective working relationships.</li> <li>• Celebrate team success and create a positive team spirit.</li> <li>• Share skills and knowledge, encourage and support other in applying their ideas to working practices - helping others to help themselves.</li> <li>• Encourage working together for the benefit of customers.</li> <li>• Works alongside internal and external colleagues to meet common objectives.</li> <li>• Actively and respectfully listens to people in order to understand them and their views.</li> <li>• Contributes appropriately to team and other meetings and discussions.</li> <li>• Respects diversity and promotes equality of opportunity when working with colleagues and members of the public.</li> </ul>
<b>Do the right thing – what can you do</b>

- Display a positive attitude.
- Are enthusiastic in your approach to tasks.
- Lead by example through sharing your knowledge and skills with others.
- Provide support to your colleagues and team.
- Is aware of and adheres to professional codes of practice and the code of conduct and understand how these impact on employment.

### **Be Positive - what you can do**

- Are punctual and friendly and demonstrate a positive professional attitude.
- Take pride in your own work and that of your team members.
- Understand who your customers are and why they matter.
- Are willing to go the extra mile for our customer and act upon their feedback.
- Are hospitable and make customers feel good.
- Are willing to go the extra mile for our customer.
- Put the customer first in all that you do.