

FOOD & DRINK FORUM LIMITED
Job Description

Job Description Title:	LEICESTER FOOD PARK SITE MANAGER / BUSINESS ADVISER
Line Managed By:	Facilities & Marketing Manager
Line Manager For:	Leicester Food Park Staff
Department / Work Area:	LEICESTER FOOD PARK – OFFICE BASED
Hours:	Full Time 37.5 hrs per week (Mon –Fri)
Annual Leave:	25 days in addition to 8 statutory days

Overview of Job Purpose: To effectively coordinate activity within the Leicester Food Park including daily on-site presence, general administration, tenant support, partnership development, promotion of the Forum’s technical services but more particularly, office and site management including supporting the Main Contractor (EMC) with facilities management and Leicester Food Park project ensuring management systems are adequately documented, recorded and updated.

The post holder will be expected to offer or support an impartial advisory/signposting service to the Forum’s and partners’ services to ultimately provide a local resource for all food and drink companies across the geographical area, whilst maintaining a professional business centre and activity for clients.

SECTION 1 - PRINCIPLE AND SPECIFIC DUTIES, RESPONSIBILITIES AND ACCOUNTABILITY:

Site Management Responsibilities

- Maintain day to day office presence and management, support, telephone answering and security, ensuring systems and facilities are maintained and the effective running of the Leicester Food Park is at the highest level;
- Being a site key holder and notifying and or responding to site security issues as required;
- Control site documentation and security access;
- Promote services and ensure the Forum, the Food Park and partners are promoted regularly;
- Conduct project activity and administration;
- Ensure all marketing materials have the correct logos i.e.; FDF/EU/Leicester Food Park/Partners/Funded project;
- Develop and deliver opportunities to promote The Forum’s services and services of partner organisations;
- Update the Management Information System constantly with team activity;
- Support EU / funded projects where applicable;
- Collect and record ERDF outputs from tenants/staff regularly;
- Conduct sales activity across Leicestershire’s food and drink manufacturing sector;
- Conduct research activity around Leicestershire’s food and drink manufacturing sector including updating MIS systems;
- Administration, including activity log, record keeping, minute taking, project filing and proof reading;
- Respond to enquiries and coordinate timely responses from self and others, including follow-up;
- Support, or cover where necessary, any other role or activity as required;
- Liaising with auditors to ensure annual monitoring is conducting and all documents/data are supplied;
- Developing external relationships with appropriate contacts for support/sponsorship;
- Managing budgets and expenditure of Leicester Food Park;
- Managing contracts detailing all contract information and evidence;
- Managing projects (funded and non-funded projects) and staff where appropriate;
- Managing staff, and their training and appraisals, to support the delivery of outcomes.

Business Adviser Responsibilities

- To identify all current, and the total number, of Food and Drink businesses in the designated LEP area;
- To provide specialist data collection (baseline), Information, and Brokerage services to Food and drink sector businesses. This will be delivered by using the baseline questionnaire and completing it with all (or at least 75%) of the sector in the designated LEP area;

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- To provide access to specialist food sector innovation & technology grant support and providing leads;
- Responsible for building and maintaining close working relationships with Growth Hubs to ensure signposting access to the generic support that Growth Hubs provide, and to enable Growth Hubs to readily access the specialist support that the Forum & partners will provide;
- To provide strong innovation and technical support for stakeholders and partners involved in the project to ensure actions benefit the Food and Drink Sector;
- To refer businesses to specialist food sector support providers /partners and broker to Growth Hubs for generic business support to meet their needs as appropriate or for process specific support;
- To ensure that all: questionnaires are completed legibly, and submitted instantly to the designated administrator to input on the central system; referrals at appropriate and delivered within 48 hours; referrals are actioned by partner agencies; referral outcomes are reported back to monitor applicability, performance and outcomes;
- To identify, develop and provide 'critical intelligence' on the food and drink sector to stakeholders of the Forum's;
- To stimulate the demand for innovation finance by liaising closely with the local fund managers that form part of the Growth Hubs across the East Midlands, with the objective of improving access to these funds for the client companies, creating demand for appropriate and targeted financial support packages;
- Responsible for developing a comprehensive information source, in collaboration with Growth Hubs and other business service providers. This information source should include, but not limited to: grants available to companies, including amounts, qualifying criteria; difficulty in accessing and timescales as well as providing the application forms and other related support; other sources of finance; as well as developing a thorough knowledge of specialist investors; start up and early growth support and products; specialist accommodation such as incubator units, grow on space and Food Grade Premises; routes to access the research base; Training and networks available to businesses; on an ongoing basis, develop and maintain a database of accredited specialist providers;
- To liaise with other support organisations, in particular Growth Hubs, to ensure a comprehensive and aligned business support service is provided;
- To develop stakeholder relationships (companies, public and private bodies);
- To deliver set output targets;
- To manage the input of data in to the Forum's central business support information system and Growth Hub systems where applicable;
- To understand and feedback on the needs of companies.

SECTION 2 GENERAL DUTIES AND RESPONSIBILITIES:

Duties	Responsibilities
On-site presence	<ul style="list-style-type: none"> • Liaising with the Forum team, security and Partners, as appropriate, in the event of absence due to statutory holidays or team days as an example; • Providing cover when project staff are away from the office and other sites; • To ensure all Forum managed sites achieve an 'excellence' by partners with regards to facilities management, health and safety and operational management.
Off-site attendance	<ul style="list-style-type: none"> • To act professional at all times.
Legal compliance of statutory requirements	<ul style="list-style-type: none"> • Adhering to all legal compliance and statutory requirements including, but not limited to, evidence of insurances, HSE, undertaking and adhering to risk assessments, GDPR, updating, monitoring and adhering to all standard operating procedures and policies, undertaking and familiarisation of all security and fire alarms including testing. <p>Care must be taken to ensure that operational practices, processes and deadlines are in line with all legal, statutory and EU legislation and regulations and other funding requirements.</p>

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Office and Site Management	<ul style="list-style-type: none"> Office management, facilities management, site and facilities maintenance, IT and security systems, internal and site policies and procedures in addition to administration and IT management systems.
Administration	<ul style="list-style-type: none"> The completion, recording, updating, auditing and performance of all operating procedures, maintenance schedules/logs/records for the office and site in terms of, but not limited to, H&S, risk assessments, fire and evacuation, alarms, CCTV, IT, general maintenance, key holders, tenants commencing & exiting leases as examples; To maintain and update 'Standard Operating Procedures' for all your allocated tasks; General project filing, shredding, typing and other administrative duties in addition to call answering; Ensure ALL documents include file names, versions and directories on footers for traceability and version control; Project management and administration/file management (including funded/EU projects); Documenting and reporting all activity such as accidents, issues, complaints and H&S concerns, as an example, to Senior and the Forum; Complete timesheets, project sheets and administration by required deadlines and support auditing. <p>NOTE: Administration maintenance is required in both hard copy format as well as updating either or both the Management Information System (Smartsheets) and the FDF Database.</p>
Reporting and recording	<ul style="list-style-type: none"> Updating all MIS information systems and files with activity conducted; Monitoring and reporting of own targets; Documenting and reporting all activity such as accidents, issues, complaints and health and safety concerns, as an example, to Senior and Line managers of the Forum, and to other bodies as may be identified within your role.
Relationship management	<ul style="list-style-type: none"> To maintain positive relationships with all internal and external clients, customers and partnerships; To ensure and maintain total client and Forum confidentiality; To support all staff and 'Partners' (such as EMC or NSC) in all activity, site and facilities operations with regular reviews, updates and communications as required by your Line Manager or team members; To promote, wherever and whenever possible, the services of the Forum and or offerings to Customers / SME's (i.e. membership/technical) and follow up client referrals with Forum team members. <p>All staff are responsible within their roles for customer and client care, promoting membership and commercial opportunities on behalf of the Forum.</p>
Marketing	<ul style="list-style-type: none"> Assist with the marketing of the Food Park and Food & Drink Forum services through events and PR campaigns as appropriate in conjunction with the Main Contractors and the Forums marketing teams; Develop and or promote training workshops and events, creating a busy calendar of interesting and demand led events for tenants, partner agencies and Food and Drink Manufacturers; Provide project delivery, activity evidence, surveys, mailshots and feedback including reporting on event outcomes and feedback. <p>In addition, all roles encompass the administration and or coordination of marketing activities, events and enquiries to ensure all customers, partners, funders and businesses are dealt with in a professional and responsive manner.</p>
Forum services	<ul style="list-style-type: none"> Work closely with and supporting the Technical team, acting as the first point of enquiry, supporting their administration and promoting of services; Work closely with and supporting the Training and Development team and promoting of their services.
Health, Safety and Welfare	<ul style="list-style-type: none"> Be responsible for the health and safety of self and others, ensuring work areas are clean, tidy and free from obstruction and to contribute to assessment and reporting of risks in/on the premises and participating in regular systems testing, reviews and audits;

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	<ul style="list-style-type: none"> • Ensuring that all staff participate and receive relevant legislative training – H&S, first aid, risk assessment, fire warden; • Relevant H&S training to be conducted and maintained; • Reporting and documenting all activity such as accidents, incidents and complaints; • Continual professional development of self and others as required within H&S; • NEBOSH or IOSH qualification to be held, or achieved whilst in the role (unless admin); • Maintain a safe site, managing the health and safety of self and others; • To complete risk assessments in your department and ensure safe systems of work.
Self and Personal Development	<ul style="list-style-type: none"> • Monitor and report on targets and own performance as required; • Self and continuous development within H&S and Food Manufacturing.
Other Specific Duties	<ul style="list-style-type: none"> • To be accountable for delivering all areas of the job role whilst being flexible to support others and to undertake any commensurate tasks, other duties or role, as appropriate, that may be required from time-to-time to support the organisation; • Demonstrate action toward the Forum’s equality and wellbeing policies and actively promote and adhere to all policies; • To play a full part in the life of the Forum and its community, to support its distinctive aim and ethos and to encourage staff to follow this example and work well with others; • To work towards objectives and targets, as identified in the Performance Management and Appraisal process, completing the cycle annually; • To show a record of excellent attendance and punctuality.

Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be identified and you may be required to perform other duties as required. Employees will be expected to comply with any reasonable request from a manager to undertake work of a similar level that is not specified in this job description. The Food and drink Forum will endeavour to make any necessary reasonable adjustments to the job and the working environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition. All employees who are in contact with children will be required to apply for a Disclosure.

Signature:	Date:
Name of Appointee:	
Date of Appointment:	
Employee Number:	
Revision Date:	