

Audit committee paper title		AC 12/07/2016
Staffing		
Report by	Wayne Hubbard	
Job Title	Chief Operating Officer	
Date of decision	Audit Committee 12 July 2016	

Summary

This paper seeks to update the Committee on various staffing matters and request the Committee's approval for changes to the staff structure as detailed below.

Recommendation

The committee is recommended to:

- Approve the addition to LWARB's establishment of one part time (0.5fte) European Clothing Action Plan Project campaign officer (Grade 6), on a fixed term contract until 31 December 2018. Costs to be met from Resource London budget.
- Approve the addition of communications & campaign officer at grade 6 on a fixed term contract until March 2020, with costs to be met from Resource London budget.
- Approve the deletion of the 0.6ft Project Administrator and Coordinator (Grade 4). Savings to Resource London (90%) and LWARB (10%).
- Approve the addition of a full time Administration Officer (Grade 3). Costs to be borne 50:50 by Resource London budget and LWARB.
- Note the amendments to the Circular Economy Business Support Programme team to the LWARB establishment previously approved by the Board (three year fixed term positions from January 2017), subject to receipt of ERDF funding.

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Report

European Clothing Action Plan (ECAP) project manager Resource London

Resource London through and with LWARB have signed up to be a partner in the EU-funded ECAP project. For Resource London, this project will include a range of activities to promote sustainable textile use in London. Participation in other elements of ECAP will ensure that circular economy objectives in this area are also being met.

Resource London has committed c.£75k to deliver the ECAP project over the next 3.5 years, plus a contribution from the Circular Economy programme budget of c.£40k, to make a total London contribution of c.£115k. This funding in turn levers in an additional c.£166,400 (i.e. 60%) from the EU Life fund to undertake the project.

Resource London's delivery element and budgeting includes provision for a ECAP 0.5FTE campaign officer at grade 6 (£40,257 - £44,464) until 31 December 2018 – Appendix 1: ECAP communications officer job description. The new role will be accountable to the Resource London Head of Programme and report day-to-day to the Communications & Behaviour Change Manager.

However, although Resource London completed the relevant EU documentation in January (and were led to believe that approval would take c. 3 – 6 months for approval) an unknown fault at the EU end meant that LWARB's documentations didn't progress past the UK Life fund intermediary agencies (NEEMO). LWARB (and WRAP) only learnt this at the beginning of June. It has now been escalated and is moving through NEEMO it will then pass to the European Life fund intermediary agencies (EASME) – but may still take a number of months for approval to be received. However as a result Resource London's element is now significantly behind schedule (it should be noted that LWARB is a late participant to the ECAP project and replaces original partners Zero Waste Scotland).

Both NEEMO and EASME (the relevant Life fund agencies), have stated:

- They have no issues with LWARB replacing ZWS, and are happy with our revised proposal and budget;
- They are putting forward a positive recommendation to approve it;
- On the basis of their positive recommendation they have no 'objection in principle....' to LWARB starting as soon as possible i.e. before the grant agreement is signed and then back dating the grant agreement to include all relevant costs incurred from that date – they have even asked us for a letter confirming our start date so this can be written into the agreement.

However there is no definite guarantee, as the final decision is up to the Life

fund managers. Officers are therefore seeking the Committee's approval to proceed with the appointment of an ECAP campaign officer before final Life fund approval is received to prevent further project delays in the knowledge of the risk that Life funding may not be forthcoming.

Communications & campaign officer Resource London

Resource London has a total budget of £2.5 million for 2016/17. Of this £1.2 million is allocated (including staffing) to the delivery of a comprehensive communications and behaviour change programme through Recycle for London.

Beyond 2016-17, LWARB has committed £1.5million year on year to March 2020 to deliver Resource London, and WRAP has a stated commitment to continue to contribute to the partnership.

Delivery of the Recycle for London campaign plan (as approved by the Resource London Partnership Board March 2016) requires around 510 days (estimated) of communications resource for 2016-17.

Resource London's current communications resourcing consist of 0.8FTE Communications and Behaviour Change manager (c.176 days), plus c.90 days of support from a WRAP Behaviour Change Manager. Officers are recommending appointing a communications and campaign officer to provide the additional capacity necessary to deliver the campaign plan. Budget has been allocated to cover the costs of this additional officer, with the original intention that it would be provided by WRAP. Unfortunately WRAP is unable to provide this resource, due to internal resource constraints following a restructure. Officers are therefore proposing a direct recruitment.

Up to this point Resource London has bought in communications consultancy support on an *ad hoc* for specific projects where additional capacity was required. During 2015-16 Resource London spent c.£34,000 on such consultancy support. Resource London also appointed a digital agency in 2015 (to increase its digital presence on social media) with a contract value of £18,114 approximately 50% of the contract value was for the development of digital content (a task which if capacity was available could be delivered in-house) .

Resource London has recently run a competitive procurement for communications consultancy support. If external support was secured through this means to deliver the level of resource required to deliver the RfL campaign plan (under the cheapest tendered day rate of £450) the cost would be c. £100,000.

The recommendation is therefore to cease engaging consultants and employ a full time communications & campaign officer at grade 6 (£40,257 - £44,464) until 31 March 2020 (current end date for the Resource London programme).

(Appendix 2 Communications & campaign officer job description.) The net saving will be c.£60,000 compared to employing consultants to provide communications and behaviour change support.

The new role will be accountable to the Resource London Head of Programme and report day-to-day to the Communications and Behaviour Change Manager.

Project Administrator and Co-ordinator LWARB and Resource London

The LWARB establishment currently includes a 0.6fte Grade 4 Project Administrator and Co-ordinator. This resource is currently split 90:10 between supporting Resource London and LWARB general activities.

The current post holder, Valentina Golin, has resigned and will be leaving LWARB in August. Her departure has prompted a rethink of the administrative resource required for LWARB's operations. The current post-holder has been very involved with various communications activities for Resource London. However, if the proposal above is approved, Resource London will get an communications and campaign officer (Grade 6) who will undertake some of the high-level administrative tasks currently undertaken by the Project Administrator and Co-ordinator.

The total amount of activity that LWARB undertakes has increased significantly in the past couple of years (for example, the addition of the Circular Economy Programme, which is still expanding). This along with simply the size of the organisation has led to increase in the total amount of administrative support required. The administrative resource available to all of LWARB, other than the Resource London Programme, currently consists only of the Governance and Secretariat Officer and 10% of the time of the 0.6fte Project Administrator and Co-ordinator.

It is proposed therefore to:

- Delete the post of Project Administrator and Co-ordinator (Grade 4);
- Create a new full time post of Administration Officer (Grade 3) to be split 50:50 between Resource London and general LWARB support.

This represents a total increase, including on costs, in the cost of administrative support (and assuming the new recruit is appointed at the start of pay grade 3), of £7,537.

A job description for the Administrative Officer position is attached at Appendix 3.

**Circular Economy Business Support Programme
LWARB**

In April 2016 the Board approved the allocation of £650,000 to deliver a three year circular economy business support programme, predicated on a successful application to the ERDF for match funding of £605,075). The Board also delegated authority to the COO to recruit the necessary business development and support staff to deliver the programme.

LWARB has subsequently been informed that its outline bid to the ERDF has been approved and was invited to prepare and submit a full application. The full application has now been submitted. The total budget for the programme was finalised at £124,6592, split equally between LWARB and ERDF monies.

At the time of the decision by the Board, the application envisaged a team of three business development officers and one fte administrative/project management post (part of which would be supplied by current LWARB officers) to deliver the programme. In the development of the full application, the proposed structure has now been redefined as: One Business Advice Manager, two Senior Business Advisors, one Business Advisor, and one Project Manager (all three year fixed term, full time positions). Additional costs of this revised structure are all borne by the project and no additional budget from LWARB is required. Job descriptions for these posts are attached at Appendix 4.

Other staff changes

Gemma Scott has now left for maternity leave. Cathy Cook has been recruited to cover her role.

Appendices

Job Descriptions:

Appendix 1: ECAP Project Manager

Appendix 2: Resource London Communications and Campaigns Officer

Appendix 3: LWARB/Resource London Administration Officer

Appendix 4a: CEBSP Business Advice Manager

Appendix 4b CEBSP Senior Business Advisor – Circular Economy

Appendix 4c CEBSP Senior Business Advisor

Appendix 4d CEBSP Business Advisor

Appendix 4e CEBSP Project Manager

Title of post:	ECAP campaign officer
Accountable to:	Head of Programme, Resource London
Reporting to:	Communications & Behaviour Change Manager
Key Contacts:	<p>Senior members and officers of LWARB, the London Boroughs and Statutory Joint Waste Disposal Authorities, WRAP and other key local and national stakeholders.</p> <p>ECAP partners including Danish Fashion Institute, Rijkswaterstaat, Made By, the EU Life team and its co-ordinating bodies.</p> <p>Consultants and applicants to LWARB's programmes. Members of the Board and its Committees.</p> <p>Contractors, agencies and other suppliers delivering campaign and communications activity.</p> <p>Partners including retailers, educational bodies, stylists/designers, bloggers and other influencers in London's fashion networks.</p>
Job Grade:	6
Period:	To 31 December 2018
Hours:	2.5 days per week
Location	The officer will be based at the LWARB's Offices at 169 Union Street, London, SE1. Some travel to events and meetings across London will be required as well as occasional overseas travel for partner meetings.
Main purpose of job	
<p>The main responsibilities will be:</p> <ol style="list-style-type: none"> 1. To assist in the delivery of the ECAP project in London, targeting 16-24 year olds with Love Your Clothes campaign and behaviour change activity; 2. To assist the Communications & Behaviour Change Manager and Circular Economy Manager in the administration of the ECAP project; 3. To work with partners across London to share and grow the campaign, under the 	

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- guidance of the Communications & Behaviour Change Manager;
4. To support stakeholder engagement and help create and monitor an evaluation framework for the Love Your Clothes element of the ECAP project in London;
 5. To disseminate the campaign work through attendance at waste network meetings, presentations, newsletters and other media; and
 6. To undertake such other duties, as may be reasonably required and which are consistent with the general level of responsibility of this job.

Main accountabilities

- Work with the Communications & Behaviour Change Manager and WRAP's Love Your Clothes campaign manager to create a London Love Your Clothes plan targeting 16-24 year olds across the capital, launching in September 2016 and concluding in September 2019.
- Identify potential partners to approach with the Communications & Behaviour Change Manager and engage with them to maximise support and collaboration opportunities in the capital.
- Share plans with waste authorities across London, to enlist support and engagement at a local level for Love Your Clothes activities and identify local opportunities to amplify the London-wide campaign activity.
- Set up and run Love Your Clothes events across London including pop-ups, workshops and other community events, managing contractors on a day-to-day basis as well as venues, delegate contact and any logistical activity required, including financial administration.
- Liaise as directed with partners across London to ensure the effective use and promotion of the Love Your Clothes brand, working with WRAP and the GLA where appropriate and attending and presenting to networking meetings on behalf of the team as required.
- Work with WRAP's Love Your Clothes campaign manager to co-create digital and social media content targeted at 16-24 year olds, collaborating with WRAP to ensure that content is effectively used to reach London audiences in particular.
- As directed, support the Communications & Behaviour Change Manager to identify and procure consultants and contractors to deliver the campaign, ensuring that LWARB financial processes are followed.
- Maintain and monitor the campaign activity plan, working with the wider Resource London team to ensure effective scheduling takes place and messaging/media conflicts are minimised.
- Agree an evaluation approach for London campaign activity with the Communications and Behaviour Change Manager, as well as the Love Your Clothes campaign manager, and set up an evaluation framework accordingly, gathering the data necessary to report against all activity for effectiveness. This includes liaising with WRAP's evaluation team where appropriate.

- Attend ECAP partner meetings with, or on behalf of, the Communications and Behaviour Change Manager as appropriate.
- Provide financial and administrative support to all elements of the campaign, ensuring robust contracts are in place with all suppliers, that suppliers are monitored on the performance criteria in their contracts and paid on time, and that procurement and contract review mechanisms are followed effectively.

Other duties

- Work as part of a team to assist in the delivery of the objectives of Resource London;
- Undertake such other duties, as may be reasonably required and which are consistent with the general level of responsibility of this job.
- Carry out all tasks and allocated work within agreed timescales and budgets.

Knowledge, skills and experience	Essential	Desirable
1. Excellent literacy, numeracy and communication skills and ability to influence and present to stakeholders.	X	
2. Experience of working and reporting on funded projects, preferably through EU funding programmes.		X
3. Experience of working collaboratively with a large number of stakeholders at a range of levels.	X	
4. Experience of delivering creative and behaviour change campaigns, including event management, digital and social media campaign delivery and PR.	X	
5. An understanding and knowledge of the target audience group, namely 16-24 year olds, with experience of working with schools and further education bodies.		X
6. Excellent project management capability including experience of managing multiple projects involving multiple stakeholders.	X	
7. Experience of managing consultants and contractors to deliver complex projects.	X	

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8. An understanding and knowledge of local authorities and/or the waste management sector.		X
9. Experience of using IT systems including MS Outlook, word-processing, spread sheets and databases.	X	
10. An understanding of equality of opportunity, valuing diversity and the ability to translate this into action.	X	

Title of post:	Communications & campaign officer
Accountable to:	The Head of Programme
Reports to:	Communications & behaviour change manager
Key Contacts:	<p>Senior members and officers of LWARB, GLA, and London Councils, the London Boroughs and Statutory Joint Waste Disposal Authorities, WRAP and other key local and national stakeholders.</p> <p>Consultants and applicants to LWARB's programmes. Members of the Board and its Committees.</p> <p>Contractors, agencies and other suppliers delivering campaign and communications activity.</p>
Job Grade:	Grade 6
Period:	fixed term to March 31 2020 (current end date for the Resource London programme)
Hours:	Full Time
Location	The officer will be based at the LWARB's Offices at 169 Union Street, London, SE1. Some travel to events and meetings across London will be required.
Main purpose of job	
<p>The main responsibilities will be:</p> <p>London Waste Authority Support Programme (the Programme).</p> <ol style="list-style-type: none"> 1. To assist in the delivery of the Programme, in particular the Recycle for London campaign; 2. To assist the Communications & Behaviour Change Manager in delivering communications work streams within the Programme; 3. To assist in procurement and financial administration on appropriate lines within the communications budget; 4. To work with individual or groups of London waste authorities under the guidance of the Communications & Behaviour Change Manager; 5. To support stakeholder engagement and help create and monitor communications evaluation frameworks; 	

6. To manage day to day contact with consultants and contractors;
7. To disseminate the Programme through attendance at waste network meetings, presentations, newsletters and other media;
8. To undertake such other duties, as may be reasonably required and which are consistent with the general level of responsibility of this job; and
9. To support the Programme Partnership Board.

Main accountabilities

- Maintain the Recycle for London website and other digital channels, participating in the creation of digital content and scheduling/maintaining the Recycle for London social media channels according to plans developed and agreed with the Communications & Behaviour Change Manager. This includes monitoring and responding to consumer and other stakeholder messages, feedback and requests for information such as those received via the website (info@resourcelondon.org), as well as creating and deploying new channels where it is deemed necessary.
- Assist in the delivery of communications support to boroughs and joint waste disposal authorities, working closely with targeted London waste authorities to help develop bespoke communications plans and activity as well as administering and evaluating grant-funded activities at borough level. This includes working with boroughs to ensure that communication materials funded by the programme are impactful, up-to-date, accurate and branded according to Recycle for London guidelines.
- Provide events support for London-wide Recycle for London pop-ups, workshops and other community events, managing contractors on a day-to-day basis as well as venues, delegate contact and any logistical activity required, including financial administration.
- Liaise as directed with partners across London to ensure the effective use and promotion of the Recycle for London brand, working with WRAP and the GLA where appropriate and attending and presenting to networking meetings on behalf of the team as required.
- Maintain and regularly update the Recycle for London creative assets and resources available to London's waste authorities, including photography, communications templates and materials, planning and scheduling information and effective messaging that has been tested as working with London audiences. Ensure that waste authorities are kept up-to-date with what's available.
- As directed, support the Communications & Behaviour Change Manager to identify and procure consultants and contractors to deliver above and below the line campaigns, ensuring that LWARB financial processes are followed.
- Work with the team to maintain and monitor activity plans both on a campaign-by-campaign level but also across the programme's communications activity, to ensure effective scheduling takes place and messaging/media conflicts are minimised.
- Provide evaluation support on all Recycle for London campaign activity as well as local authority communications supported by the programme, gathering the data necessary to report against all activity for effectiveness according to criteria agreed with the Communications & Behaviour Change Manager and the wider programme

team. This includes liaising with WRAP’s evaluation team where appropriate.

- Support the Communications & Behaviour Change Manager in the delivery of research to provide insight into London audiences, behaviours and attitudes across a range of subject areas and on both a London-wide and more localised level, as appropriate.
- Provide communications support to the wider LWARB team as directed by the Communications & Behaviour Change Manager, including working with suppliers and the team to provide good quality materials and event support for other LWARB programmes (e.g. Circular Economy).
- Co-ordinate the schedule of workshops and webinars provided by the programme to waste authorities on key communications issues, including audience research, campaign updates and communication planning and evaluation. This includes managing invitations, venues, suppliers and follow-up processes.
- Provide financial and administrative support on the communications elements of the programme, ensuring robust contracts are in place with all suppliers, that suppliers are monitored on the performance criteria in their contracts and paid on time, and that procurement and contract review mechanisms are followed effectively.

Other duties

- Work as part of a team to assist in the delivery of the objectives of the Programme;
- Undertake such other duties, as may be reasonably required and which are consistent with the general level of responsibility of this job.
- Co-ordinate any communications training required by the wider LWARB team.
- Carry out all tasks and allocated work within agreed timescales and budgets.

Knowledge, skills and experience	Essential	Desirable
1. Excellent literacy, numeracy and communication skills and ability to influence and present to stakeholders.	X	
2. An understanding of the local authorities		X
3. Experience of working collaboratively with a large number stakeholders at a senior level.	X	
4. Experience of delivering creative campaigns through a range of media.	X	

5. Expertise and experience in delivering digital campaigns including: content creation; social media management; planning; scheduling and reactive channel management.	X	
6. Excellent project management capability including experience of managing multiple projects involving multiple stakeholders.	X	
7. Experience of procuring and project managing consultants to deliver multiple and complex projects.		X
8. An understanding and knowledge of the waste management sector.		X
9. Experience of using IT systems including MS Outlook, word-processing, spread sheets and databases.	X	
10. An understanding of equality of opportunity, valuing diversity and the ability to translate this into action.	X	

Title of post:	Administration Officer
Reports to:	Governance and Secretariat Officer
Key Contacts:	Officers of LWARB, GLA, and London Councils, the London Boroughs and Statutory Joint Waste Disposal Authorities Consultants and applicants to LWARB's programmes. Members of the Board and its Committees
Job Grade:	Grade 3; £26,178 to £28,967
Pension:	Voluntary employee's contribution matched by employer up to 3% of salary
Period:	Permanent
Hours	Full time
Annual Leave	30 Days
Location	The officer will be based at the LWARBs Offices at 169 Union Street, London, SE1. Some travel to events and meetings across London will be required on occasion.



Main purpose of job:

- To provide administrative support to the London Waste and Recycling Board's programme of activities. The job will be split 50:50 between the Resource London Programme of local authority support and general support to the organisation.

Main accountabilities:

- To work as part of a team to deliver the objectives of LWARB.
- To provide general office administrative support.
- To provide administrative support to LWARB's projects and programmes with a particular emphasis on the Resource London programme of local authority support (e.g. the London Borough Efficiency Review Fund, Borough Communications Support Service, Best Practice Workshops, Joint Procurement and other support programmes) including the following areas:
 - Project Administration Processing and monitoring of applications to the LWARB's programmes, co-ordinating events and workshops, liaising with external consultants, project partners and borough officers. Processing of paperwork required for payments.
 - Meeting Support Scheduling meetings, booking venues and catering, preparing documentation, minute taking and general support to Board and Committee Meetings.
- Web & Social Media: updating the LWARB and Resource London's websites and social media presence.
- Stakeholder Management: Maintaining stakeholder contacts databases, responding to general email and telephone enquiries, preparing and distributing a quarterly newsletter.
- Finance: Processing of financial transactions in LWARB's finance system (raising purchase orders, processing invoices, processing queries).
- To undertake such other duties, as may be reasonably required and which are consistent with the general level of responsibility of this job.

Knowledge, skills and experience	Essential	Desirable
1. Strong administrative and organisational skills.	X	
2. Evidence of administrative support to multiple projects with multiple stakeholders.	X	
3. Evidence of excellent planning and organising skills with the ability to prioritise between competing demands.	X	
4. Experience of using IT systems including MS Outlook, word-processing, spread sheets and databases, editing websites and managing social media.	X	
5. High degree of literacy and numeracy.	X	
6. Experience of processing financial transactions.		X
7. Strong communication skills and experience of working as part of a team with an ability to work on own initiative as required.	X	
8. Experience of working in a public body.		X
9. Interest in waste and recycling, climate change and related renewable and sustainable energy issues.		X
10. Knowledge of the waste sector		X
11. An understanding of equality of opportunity, valuing diversity and the ability to translate this into action.	X	

Title of post:	Business Advice Manager
Reports to:	Chief Operating Officer
Key Contacts:	SMEs within London. Other business support service providers
Job Grade:	Grade 9; £54,850 - £60,582
Pension:	Voluntary employee's contribution matched by employer up to 3% of salary
Period:	Fixed term – 3 year contract
Hours	Full Time – 37 hours a week
Annual Leave	30 days
Location	The officer will be based at the LWARBs Offices at 169 Union Street, London, SE1. Travel to events and meetings with SMEs across London will be required on a regular basis.

Main purpose of job:

To deliver high quality circular economy focused business support and advice to SMEs within London to help them scale-up existing circular economy operations or transition to more circular business operating models. Business support activities are likely to include Business driver analysis, market mapping and analysis, options appraisals, development of revised business cases, scenario modelling and facilitating access to finance.

The Business Advice Manager will be required to manage a team of three Business Advisors and develop the engagement strategy for the project. They will undertake activities to promote the service such as strategic networking, speaking events and building relationships with key partners. They will lead the development and delivery of support plans for each SME, defining the interventions required to help support their business needs, with a view to generating more efficient operations, innovation and employment opportunities. The project is ERDF funded so experience in delivering ERDF projects is desirable but not essential. Knowledge of the circular economy is also desirable.

Main accountabilities:

- Development of a delivery strategy for the Circular Economy SME Business Support Programme, including strategy for stakeholder engagement, SME recruitment and marketing.
- Management of the business advisor team
- Monitoring and reporting of programme performance, including reporting on progress to the LWARB Board
- Responsibility for delivery of outcomes
- Lead delivery of business support activities to SME customers
- Strategic networking
 - with CE 100 companies to promote supply chain initiative
 - with existing SME business support agencies in London
 - with key stakeholders in the circular economy

Other Duties

- To undertake such other duties, as may be reasonably required and which are consistent with the general level of responsibility of this job;
- Carry out all tasks and allocated work within agreed timescales and budgets.

Knowledge, skills and experience	Essential	Desirable
1. Significant understanding of the concepts and application of Circular Economy principles		X
2. Accountancy or Project Management qualification (e.g. PRINCE2) would be useful		X
3. Experience of managing a team	X	
4. Significant experience of delivering business advice, preferably to SMEs	X	
5. Ability to influence, persuade and interact with counterparts at a senior level	X	
6. Ability to manage multiple concurrent projects	X	
7. Experience of delivering ERDF projects.		X
8. Excellent communication skills including formal presentations and workshop delivery and report writing.	X	
9. Excellent networking skills	X	

Title of post:	Business Advisor
Reports to:	Business Advice Manager
Key Contacts:	SMEs within London. Other business support service providers
Job Grade:	Grade 6; £40,257 - £44,464
Pension:	Voluntary employee's contribution matched by employer up to 3% of salary
Period:	Fixed term – 3 year contract
Hours	Full Time – 37 hours a week
Annual Leave	30 days
Location	The officer will be based at the LWARBs Offices at 169 Union Street, London, SE1. Travel to events and meetings with SMEs across London will be required on a regular basis.

Main purpose of job:

To deliver high quality circular economy focused business support and advice to SMEs within London to help them scale-up existing circular economy operations or transition to more circular business operating models. Business support activities are likely to include Business driver analysis, market mapping and analysis, options appraisals, development of revised business cases, scenario modelling and facilitating access to finance.

The Business Advisor will support the delivery of the engagement strategy and undertake initial eligibility checks with potential SMEs clients. They will be fully engaged in the development of the Support Plan for each SME and delivery of the agreed business support interventions. The project is ERDF funded so experience in delivering ERDF projects is desirable but not essential. Knowledge of the circular economy is also desirable.

Main accountabilities:

- Initial engagement with businesses, generating and following up on potential leads
- Assessing eligibility criteria and explaining what will be required from the businesses that engage with the advice service – completing support agreement with new customers
- Delivery of the engagement and marketing strategy
- Liaison contact for SMEs
- Signposting and basic delivery of support for SMEs
- Assisting with development of workshop content
- Facilitating workshops and events
- Assisting the delivery of the engagement and marketing strategy
- Liaison with external consultancy support
- Mentoring of SME participants
- Networking with key stakeholders in Circular Economy

Other Duties

- To undertake such other duties, as may be reasonably required and which are consistent with the general level of responsibility of this job;
- Carry out all tasks and allocated work within agreed timescales and budgets.

Knowledge, skills and experience	Essential	Desirable
1. Excellent networking skills	X	
2. Experience of co-ordinating high volume projects	X	
3. Business Development experience	X	
4. Understanding of the concepts and application of Circular Economy principles		X
5. Experience of delivering consultancy or advisory support to SMEs	X	
6. Accountancy or Project Management qualification (e.g. PRINCE2)		X
7. Ability to manage multiple concurrent projects	X	
8. Experience operating ERDF funding programmes		X
9. Excellent communication skills including formal presentations and workshop delivery and report writing.	X	

Title of post:	Senior Business Advisor - Circular Economy
Reports to:	Business Advice Manager
Key Contacts:	SMEs within London. Other business support service providers
Job Grade:	Grade 8; £51,273 - £56,594
Pension:	Voluntary employee's contribution matched by employer up to 3% of salary
Period:	Fixed term – 3 year contract
Hours	Full Time – 37 hours a week
Annual Leave	30 days
Location	The officer will be based at the LWARBs Offices at 169 Union Street, London, SE1. Travel to events and meetings with SMEs across London will be required on a regular basis.

Main purpose of job:

To deliver high quality circular economy focused business support and advice to SMEs within London to help them scale-up existing circular economy operations or transition to more circular business operating models. Business support activities are likely to include Business driver analysis, market mapping and analysis, options appraisals, development of revised business cases, scenario modelling and facilitating access to finance.

The Senior Business Advisor – Circular Economy will support the Business Advice Manager in the development of the engagement strategy and undertake activities to promote the service such as strategic networking, speaking events and building relationships with key partners. Knowledge of the circular economy is essential as they will be required to support the team in refining their circular economy business model awareness. They will develop and deliver the support plans for each SME defining the interventions required to help support their business needs with the view to generating more efficient operations, innovation and employment opportunities. The project is ERDF funded so experience in delivering ERDF projects is desirable but not essential.

Main accountabilities:

- Produce SME support plans for allocated SMEs.
- Fulfilment of high quality business support as per agreed support plans
- Responsibility for delivery of outcomes
- Development of circular economy workshop content
- Hosting workshops and events
- Delivery of the engagement and marketing strategy
- Liaison with external consultancy support
- Mentoring of SME participants
- Strategic networking
 - with CE 100 companies to promote supply chain initiative
 - with existing SME business support agencies in London
 - with key stakeholders in the circular economy
- Work with the Business Advice Manager to help define the strategy for the team.
- Provide advice and support to other members of the team on general circular economy thinking and the development of circular economy support plans

Other Duties

- To undertake such other duties, as may be reasonably required and which are consistent with the general level of responsibility of this job;
- Carry out all tasks and allocated work within agreed timescales and budgets;

Knowledge, skills and experience	Essential	Desirable
1. Good understanding of the concepts and application of Circular Economy principles	X	
2. Experience of delivering consultancy or advisory support to SMEs	X	
3. Accountancy or Project Management qualification (e.g. PRINCE2)		X
4. Good contacts with circular economy networks	X	
5. Ability to manage multiple concurrent projects	X	
6. Experience operating ERDF funding programmes		X
7. Good working knowledge of existing circular economy business, both SME and large companies, and an understanding of the benefits and challenges of transition	X	
8. Experience of engagement activity associated with the circular economy		X
9. Ability to disseminate experience and ideas and mentor other members of the team about circular economy principles and practical application of circular economy business models to SMEs.	X	
10. Excellent communication skills including formal presentations and workshop delivery and report writing.	X	
11. Excellent networking skills	X	

Title of post:	Senior Business Advisor
Reports to:	Business Advice Manager
Key Contacts:	SMEs within London. Other business support service providers
Job Grade:	Grade 8; £51,273 - £56,594
Pension:	Voluntary employee's contribution matched by employer up to 3% of salary
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Hours	Full Time – 37 hours a week
Annual Leave	30 days
Location	The officer will be based at the LWARBs Offices at 169 Union Street, London, SE1. Travel to events and meetings with SMEs across London will be required on a regular basis.

Main purpose of job:

To deliver high quality circular economy focused business support and advice to SMEs within London to help them scale-up existing circular economy operations or transition to more circular business operating models. Business support activities are likely to include Business driver analysis, market mapping and analysis, options appraisals, development of revised business cases, scenario modelling and facilitating access to finance.

The Senior Business Advisor will support the Business Advice Manager in the development of the engagement strategy and undertake activities to promote the service such as strategic networking, speaking events and building relationships with key partners.. They will develop and deliver the support plans for each SME defining the interventions required to help support their business needs with the view to generating more efficient operations, innovation and employment opportunities. The project is ERDF funded so experience in delivering ERDF projects is desirable but not essential. Knowledge of the circular economy is also desirable.

Main accountabilities:

- Produce SME support plans for allocated SMEs.
- Fulfilment of high quality business support as per agreed support plans
- Responsibility for delivery of outcomes
- Development of workshop content
- Hosting workshops and events
- Delivery of the engagement and marketing strategy
- Liaison with external consultancy support
- Mentoring of SME participants
- Strategic networking
 - with CE 100 companies to promote supply chain initiative
 - with existing SME business support agencies in London
 - with key stakeholders in the circular economy
- Work with the Business Advice Manager to help define the strategy for the team.

Other Duties

- To undertake such other duties, as may be reasonably required and which are consistent with the general level of responsibility of this job;
- Carry out all tasks and allocated work within agreed timescales and budgets.

Knowledge, skills and experience	Essential	Desirable
1. Understanding of the concepts and application of Circular Economy principles		X
2. Experience of delivering consultancy or advisory support to SMEs	X	
3. Accountancy or Project Management qualification (e.g. PRINCE2)		X
4. Ability to manage multiple concurrent projects	X	
5. Experience operating ERDF funding programmes		X
6. Excellent communication skills including formal presentations and workshop delivery and report writing.	X	
7. Excellent networking skills	X	

Title of post:	ERDF Project Manager
Reports to:	Chief Operating Officer
Key Contacts:	SMEs within London. Business support service providers. ERDF Managing Authority (GLA)
Job Grade:	Grade 6; £40,257 - £44,464
Pension:	Voluntary employee's contribution matched by employer up to 3% of salary
Period:	Fixed term – 3 year contract
Hours	Full Time – 37 hours a week
Annual Leave	30 days
Location	The officer will be based at the LWARBs Offices at 169 Union Street, London, SE1. Travel to events and meetings with SMEs across London will be required on a regular basis.

Main purpose of job:

To manage an ERDF funded Circular Economy SME Business Advice project. The person will support a team of Business Advisors, particularly in the delivery of workshops, events and other ad hoc activities as required. The candidate will ensure that the project delivery is ERDF compliant, whilst maintaining budgetary control. The person will be responsible for meeting the ERDF reporting requirements and submitting all the necessary information required for funding claims. They will be the main liaison contact for the ERDF Managing Authority. They will be required to implement and manage the necessary data and document management processes to ensure the correct information is made available for ERDF audits. Previous experience of ERDF project delivery is essential.

Main accountabilities:

- To establish all the procedures and processes required for the effective management, and monitoring, of the Circular Economy Business Advice programme.
- Establish and manage CRM and document management processes and systems
- Submit claims to Managing Authority along with all necessary evidence
- Manage any procurement processes
- Manage project plan
- Production of project reports
- Liaison with Managing Authority (GLA)
- Manage project budget
- Manage any sub-contractors appointed as a result of procurements undertaken
- Ensure project is delivered in an ERDF compliant way
- Monitor progress against objectives and output indicators
- Ensure timesheets for LWARB staff are completed
- Arranging events and workshops
- Updating website and social media accounts
- Risk and issue management and reporting

Other Duties

- To undertake such other duties, as may be reasonably required and which are consistent with the general level of responsibility of this job;
- Carry out all tasks and allocated work within agreed timescales and budgets;

Knowledge, skills and experience	Essential	Desirable
1. Extensive experience of co-ordinating and managing European Union funded projects.	X	
2. Professional Project Management qualification (e.g. PRINCE2 or APMP)	X	
3. Experience of managing and allocating resources effectively from a defined budget	X	
4. An ability to accurately analyse and interpret data to inform project decisions	X	
5. Experience updating websites and managing social media accounts.		X
6. An experience and/or understanding of the principles of circular economy.		X
7. Strong analytical and problem solving capability	X	