



# JOB PROFILE

<b>Post Title:</b>	Export, Trade, and Investment Manager
<b>Portfolio:</b>	Treasury, Infrastructure and Sustainable Development
<b>Responsible to:</b>	Head of Sustainable Development
<b>Responsible for:</b>	Investment Coordinator
<b>Grade:</b>	Band G

## Job Purpose

To improve the lives of all within our community and help the island thrive by leading Saint Helena Government's (SHG) work in creating a business friendly economic environment. This will be through:

- 1) reducing institutional barriers to investment on the island;
- 2) proactively working with colleagues across SHG and its State Owned Entities to reduce operational barriers to investment; and
- 3) managing SHG's single point of contact for businesses so that it provides high quality advice and customer service to individuals and companies wanting to do business in and with St Helena.

This is a key role in delivering our overarching vision of making St Helena a great place to live, learn, work, visit and invest.

Heads of Function are integral to supporting the overall financial resilience of the Public Service and have a responsibility to ensure value for money and return in investment within their Service and across the Public Service as a whole.

## Main Duties and Responsibilities

1. Work to promote a business-friendly environment on St Helena, including through the development of policies to facilitate a thriving private sector, managing a small team of investment coordinators (currently one staff member, and delivering SHG's Investment Strategy).
2. Effectively collaborate with colleagues in Sustainable Development, Attorney General's Chambers, and other Portfolios to review legislation, regulations and policies, ensuring they are in line with both local and international private sector expectations and SHG's economic development objectives.
3. Effectively engage the private sector and government departments to build a shared understanding of barriers to doing business on the island. Map these barriers and develop a work plan aimed at removing them.
4. Be a source of institutional knowledge for the private sector, developing detailed, customised plans for people and companies wanting to invest on St Helena. Offer expert advice to all businesses operating in and with St Helena.



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5. Build strong relationships with individuals across SHG who act as touch points for investors, for example in Crown Estates, Immigration, Legal, and Public Health to collaboratively solve problems that investors are facing.
6. Work with the Chief Economist and Head of Sustainable Development in recommending priorities for sectoral support, through updating the Sustainable Economic Development Plan (SEDP) and other strategic documents and policies.
7. Undertake detailed research and offer professional technical advice to Elected Members and Senior Officials on real and perceived barriers to growth in a range of industries on St Helena.
8. Work with the Marketing Team to ensure that branding, public relations and marketing is effective for, attracting investment and growth of other SEDP sectors.
9. Responsible for the effective management and timely resolution of people management issues which may include acting as Investigating Officer or Hearing Manager. Completing Manager Self Service (HR21) processes, where appropriate.
10. Manage and develop self and others to improve personal and team performance and deliver successful outcomes against plans and objectives.
11. Manage the Investment Coordinator, ensuring that they are handling customer queries in a timely and useful manner and prioritise work load to achieve the highest maximum export potential.

## Special Conditions

There are no special conditions associated with this role.

However, for the proper performance of the responsibilities this post will not be limited to normal working hours, the postholder will, in response to the demands of the post, be required to work out of normal working hours.

This job profile is not an exhaustive list of duties and responsibilities. There may be other ad hoc duties that fall within the remit of the role that the job holder may need to complete. In addition, the job holder will be required to carry out any other reasonable duties as requested which are commensurate with the grading and level of responsibility for the role.

## Core Competency Framework

Competency	Level
<b>Professional Development:</b> Requirements for Continuous Professional Development met and when necessary submitted to Professional Institute in order to continue recognition of professional status	iii
<b>Planning &amp; Delivery of Work:</b> Structures business or service unit to deliver key objectives and obtain and allocate	v



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resources. Defines a balanced set of targets and measures aligned with delivery plans.	
<b>Analysis and use of Information:</b> Identifies trends from complex or conflicting data. Takes steps to address the root causes of highly complex problems. Develops new policy and procedures.	v
<b>Decision Making:</b> Thinks through the implications of decisions. Breaks down highly complex information into workable components for others. Draws together disparate information to resolve problems. Facilitates others to generate and solve problems. Empowers others to take creative decisions to meet organisational needs. Considers internal and external influences in complex decision making and problem solving. Solves problems that have significant long-term implications for the organisation.	iv
<b>Working with Others:</b> Manages relationships with key stakeholders by utilising a high level of understanding of own and other's behaviours. Develops relationships with key stakeholders. Influences key stakeholders on issues relevant to the organisation. Creates an environment which will enable delivery of shared policy outcomes.	iv
<b>Communication:</b> Promotes communication across the organisation. Negotiates to reconcile individual competing priorities. Communicates the organisation's priorities. Summarises complex information in an effective manner.	v
<b>Influencing and Persuading:</b> Ensures strategies to support a diverse workforce are implemented. Recognises and anticipates the needs of senior managers and government officials. Presents unpopular messages confidently. Varies style of communication to have maximum impact on audience. Influences to maintain a balance between individual motives and directorate/departmental requirements. Integrates logic and emotion to construct and convey complex arguments in a face to face situation.	iv
<b>Dealing with Change:</b> Takes wide view of strategic needs. Directs and drives organisational change. Evaluates the impact of change on the organisation. Initiates attitudinal change across the organisation. Provides appropriate support mechanisms during a period of change.	v
<b>Continuous Improvement:</b> Keeps up to date with developments that affect SHG and anticipates what may affect it in the future. Creates an environment which allows people to improve the way they work. Creates an environment where employees and colleagues work to improve the way things are done.	iv



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<p><b>Managing Resources:</b> Ensures appropriate resources and levels of capability to deliver to plan. Uses management information to monitor/control resources. Supports initiatives for new and more efficient use of resources. Gains respect and credibility from team members through effective delegation, coaching and development.</p>	<p><b>iv</b></p>
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## PERSON SPECIFICATION

Criteria	Essential / Desirable	Application Form	Selection Process
<b>Qualifications:</b>			
A Bachelors or Masters degree in business studies, economics, banking, or related field or equivalent level of demonstrable attainment or experience	E	√	
Project or Programme Management Qualification (Prince2, MSP, Agile) or equivalent level of demonstrable attainment or experience	D	√	
<b>Knowledge &amp; Experience:</b>			
Significant business development experience within the Private Sector.	E	√	√
Demonstrable experience of assisting the growth of a business or developing a sector to target customers in export markets.	E	√	√
Strong track record of analysing and interpreting information to overcome challenges and achieve goals	E	√	√
Experience in organisational or change management, with lasting impacts.	E	√	√
Experience of managing budgets, resources and funding.	E	√	√
Experience in a trade facilitation or private sector development role within Government or Governmental Organisation.	D	√	√
Experience of working with governments of developing countries, particularly small states or islands.	D	√	√
Experience of dealing with financial accountability and procurement systems (preferably in a public sector environment)	D	√	
<b>Skills and Abilities:</b>			
Excellent verbal, written and presentation skills, including the ability to explain complex ideas and engage people	E	√	√
The ability to define and use analytics to support decision making	E		√
Able to use professional judgement and diplomacy to make decisions	E		√
Confident in using ICT systems relevant to role, including Management Information Systems and MS Office	E		√



## PERSON SPECIFICATION

Able to plan, manage and review tasks for team members	E		√
Strong interpersonal skills including motivational, negotiating, influencing and relationship building	E		√
Excellent time management and planning and organisation skills	E		√
The ability to be creative and identify improvements and anticipate and respond to change	E		√
Proficient at assessing problems and determining the most appropriate action	E		√
Is approachable and confident in developing team members to acquire skills and experience	E		√
<b>Other:</b>			
Willingness to work flexibly – some evening work may be required.	E		√
Committed to safeguarding and promoting the welfare of children, young people and vulnerable adults.	E		√
Contribute to a positive working environment ensuring commitment to equality and diversity.	E		√

### Our Values

#### FAIRNESS

We act as role models and have fair and consistent standards. We champion equality, inclusion and respect.

#### INTEGRITY

We communicate openly and we are honest, accountable and ethical.

#### TEAMWORK

We work together and we support each other.

### Professional or Career Progression Cadre Competency Framework

Not applicable.