



JOB PROFILE

Post Title:	Economic Development Officer
Portfolio:	Treasury, Infrastructure and Sustainable Development
Responsible to:	Head of Economic Development
Responsible for:	No direct reports
Grade:	Band C

Job Purpose

To improve the lives of all within our community and help the island thrive by working accross the functions and services of the Economic Development Portfolio, including:

- Tourism
- Civil Aviation
- Shipping
- Trade and Investment
- Financial Services and Company Registry Development
- Digital Economy Development
- Economic Development Policy
- Crown Estates, Land Registry, and Housing

The post holder will be prepared to work flexibly and dynamically across a range of issues, assisting with research, analysis, policy writing, project coordination, and operational delivery of policies and projects.

This is a varied role with the opportunity for significant training, development, and career growth in one or more of the Portfolio's services and functions.

This is a key role in making St Helena an attractive place to live, learn, work, and invest and delivering the island's Sustainable Economic Development Strategy.

Main Duties and Responsibilities

1. Assist the Investment Coordinator in the management and monitoring of investors, including those applying for Approved Investor Status. Support the Investment Enabling Group and Approved Investment Committee to unlock the barriers to doing business on and with St Helena, through coordinating meetings, producing reports, and analysing data.
2. Assist the Tourist Office in the delivery of the Tourism Recovery Strategy, by working with the Tourism Manager and Destination Marketing Officer in the production of marketing materials, event coordination, and visitor information services.
3. Map out processes that investors need to engage, and provide information about investment opportunities, such as the Property Disposal Register and Plan. Create material to advertise opportunities both at the local and international level.
4. Ensure processes are in place to track economic development in line with the Monitoring and Evaluation Framework for the Sustainable Economic Development Strategy.



JOB PROFILE

5. Provide support to other colleagues within Economic Development as required to support the achievement of the Portfolio's aims and objectives.
6. Research, analyse, and summarise various Economic Development topics, and summarise the results of this work to contribute to the drafting of policies and papers for Elected Members on a range of issues across the economy. Assist in the preparation of communications, press release, and presentations to deliver the findings of this research to various audiences.
7. Assist St Helena in making the most out of more affordable, cheaper internet, by liaising with key stakeholders and feeding back ideas and challenges to those who can help unlock barriers to the benefits of the fibre optic cable.
8. Assist in the general day to day administration of the Economic Development Portfolio.
9. Ensure staff, employers and enquirers receive timely responses to their telephone and email enquiries and processing all associated paperwork in a timely manner.
10. Support others in the Economic Development Team when research, presentation/ infographic tasks or administration is required.
11. Take responsibility for own development and helps others acquire skills and experience.
12. Undertake general office duties e.g. ensuring an adequate supply of office supplies is maintained; purchasing cleaning, stationary or admin items for the office (locally or from overseas) following relevant financial and procurement procedures. Logging IT faults and report to relevant persons, maintain an inventory sheet for all stock, collateral and furniture.
13. Monitor the Economic Development web page on the Saint Helena Government website to ensure that content is updated regularly.
14. Provide excellent customer services to clients to ensure clear verbal and written communication is provided.
15. Monitor and log internal expenditures for the Economic Development Team.

Special Conditions

Occasional out-of-hours working in order to meet the needs of Investors, tourists, and other clients or stakeholders.

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
Professional Development: Required Professional Competency standards met	ii
Planning & Delivery of Work: Manages own work activities so that work is delivered in an efficient and productive way. Ensures quality or service standards required are maintained. Ask questions to clarify expectations when necessary. Keeps relevant parties informed on the progress of a plan or programme.	ii



JOB PROFILE

Analysis and use of Information: Is able to identify when information received is relevant to and should be used in completing an activity. Follows guidelines for identifying problems. Gathers and summarises data when required.	ii
Decision Making: Gathers information from appropriate sources to make routine decisions. Solves problems that have implications for others in own team.	ii
Working with Others: Offers support to colleagues without being asked. Asks for support from colleagues when necessary. Builds good relationships with a range of people. Engages effectively with others in order to understand their requirements and develop appropriate solutions/improvements. Raises difficult issues with others in order to resolve them.	ii
Communication: Can write clearly without spelling or grammatical errors. Uses jargon free language. Is able to record factual information accurately.	ii
Influencing and Persuading: Is receptive to constructive feedback. Expresses a difference of opinion in an appropriately controlled and constructive manner. Supports team members working on the same or related work activities. Seeks clarification to ensure requests are understood.	ii
Dealing with Change: Sees change as an opportunity. Supports colleagues in understanding change. Participates readily in change initiatives. Assists others to accommodate change. Focuses on benefits to self and/or others.	ii
Continuous Improvement: Makes business and efficiency improvements through use of appropriate systems and tools. Able to coach and develop individuals. Shares knowledge and experience with others. Manages own development and performance. Learns lessons from both successes and failures.	ii
Managing Resources: Promotes and enforces appropriate business rules. Deals with varied situations with limited guidance.	ii



PERSON SPECIFICATION

Criteria	Essential / Desirable	Application Form	Selection Process
Qualifications:			
A Level 2 or above qualification in any of the relevant subjects – such as English, ICT, Business Studies, Design & Technology, Maths, or equivalent level of demonstrable attainment or experience	E	√	
Knowledge & Experience:			
Experience of undertaking research	E		√
Experience of making recommendations for improvements in relation to systems, processes, or policies	E	√	√
An understanding of how to handle, resolve and escalate enquiries and pass on information promptly	E		√
Experience in customer services	E	√	√
Experience of working independently and as part of a team	E	√	√
Experience of using data and information to develop solutions and solve problems	E	√	√
Experience in working as part of a team in the delivery of a project	D		√
Skills and Abilities:			
Proven and effective administrative skills. Understands the need for confidentiality	E	√	√
Excellent written and verbal communication skills	E	√	√
Confident in using ICT systems relevant to role, including Excel, PowerPoint, and Word	E		√
Able to work on own initiative without constant supervision	E		√
Excellent interpersonal skills, able to communicate effectively and professionally and remain calm and polite under pressure	E		√
Demonstrates attention to detail and works methodically, responding to changes to meet deadlines	E		√
Ability to develop infographics to explain complex information in simple terms	D		√
Able to help others acquire skills and experience	E		√
Management of databases and mailing lists	D	√	
Ability to use Adobe Creative Suite	D	√	√
Other:			



PERSON SPECIFICATION

Willingness to work flexibly – out of hours working 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.