



Job Description

Head of Investor Development

Think London

Think London is the official foreign direct investment agency for London. We connect international businesses to London, helping them set up, succeed and grow. We are a not-for-profit, private-public partnership delivering expertise and advice to international businesses. Our service is completely free, comprehensive and confidential. Our experts work with government and the business community to help companies access the best people, places and opportunities in the city. Our website is www.thinklondon.com

Job Purpose

This job has three key responsibilities:

- To assist inward investors to grow their businesses in London through creative and proactive account management
- To project manage inward investment into a specified areas of London
- To manage the Investor Development team

Key Accountabilities

Investor Development

- To maintain productive working relationships with all inward investment clients through creative and proactive account management
- To encourage inward investment clients to grow their businesses within London
- To provide every assistance to inward investment clients to try and prevent them from moving any part of their business outside of London
- To build and share local knowledge of likely business moves/reductions
- To encourage inward investment clients to become members of Think London's commercial partnership scheme

Inward Investment

- To deliver investment projects into a specified areas of London
- To work closely with all sales teams to ensure clients receive a seamless service for their move to London
- To provide tours of London sub regions as required
- To introduce clients to both public and private networks in London
- To encourage referrals to our members
- To liaise with our locally based stakeholders and partners as required to facilitate inward investment into London
- To assist in developing the inward investment proposition and/or marketing materials for the specific areas of London

Management of the Investor Development Team

- To effectively manage a team (currently 3) who at times will be geographically dispersed throughout London
- To be responsible for all performance management, coaching and development of the team
- To act as a role model for the team and other staff within the organisation

- To share best practice and feedback gained from locally based stakeholders and partners

General

- To encourage referrals to our members
- To encourage inward investment clients to join our commercial membership scheme
- To attend Think London events as required
- To provide input to research projects
- To undertake the role of a specified sector touch point and collate resources to respond to requirements in that sector
- To maintain our CRM system and meet all reporting requirements
- To provide feedback to our stakeholders and partners as required

Key Expertise, Skills and Qualities

Expertise:

- **Education:** Graduate or equivalent professional qualification
- **Commercial/business development:** proven business development experience in an international environment
- **People Management:** previous people management experience
- **Relationship Management:** proven experience of successful account management, relationship building /networking leading to sales opportunities
- **Project Management:** successful track record of hands on project management, from inception to delivery, in a business to business environment
- **IT:** knowledge of internet, Microsoft Office, Word, Excel, Access and Powerpoint is necessary
- **Mobility:** willingness to travel within Greater London on a frequent basis.

Skills:

- **Credibility:** must be credible in front of clients and be able to build relationships to that of 'trusted advisor'; able to build trust within the team
- **Sales :** persuasive style; able to influence potential investor in favour of London and convert this into completed projects into London; evidence of experience in a consultative sales environment
- **Diplomacy:** politically aware, credible and confident when dealing with companies and other multiplier organisations (Trade Associations, Professional service firms); effective when operating at senior management level
- **Creative:** identifies new opportunities and acts on them; designs and delivers innovative solutions and processes; generates new ideas for the business and new 'routes to market';
- **Collaborative:** works as a pro active team member, sharing information and expertise; challenges and supports the wider team; provides regular feedback.
- **Persuasive:** influences and persuades to obtain buy in to new ideas from senior stakeholders; develops articulate arguments in support of proposals; manages negotiations to successful outcomes; resolves conflict situations effectively
- **Analytical:** analyses complex situations and offers potential solutions; assesses feasibility of new ideas for the business and knows when to pull out of an opportunity that is going nowhere;

- **Resourceful:** prioritises multiple tasks and project manages effectively in a fast moving environment; copes well with virtual team working; retains focus in times of crisis;

Qualities

- **Energy:** takes a pro-active approach to providing services to others, understanding their needs and delivering; a self-starter; motivates and energises others
- **Flexibility:** self starter; adapts to a rapidly changing environment; copes well with the unexpected; takes pragmatic not perfectionist approach to getting things done;
- **Charm:** makes a positive impact on others; communicates with passion; convinces others
- **Vision:** sees the bigger picture; identifies long term implications; anticipates potential risks;
- **Passion:** has passion for London and all it has to offer
- **Ambition:** drive to succeed both personally and for the team; to meet targets and exceed them; relishes new challenges