

Position Description			
Title:	<b>Manager, Business Incubation Centre</b>	Ref No:	
Office:	Office of Trade, Investment and Enterprise Support	No. of Posts:	1
Unit:	Relationship Management	<b>Relativity</b>	<b>4</b>
Responsible to:	Senior Head, Relationship Management Unit		

### Overall Purpose of Position

The Manager, Business Incubation Centre will be responsible for overseeing the planning and administration of the Business Incubation Centre whilst directing and participating in all activities which support the growth throughout the start-up life cycle.

### Main Responsibilities

#### Plans and Objectives

- Plans and manages the growth of new incubation services.
- Plans and works with other internal and external stakeholders on the incubation of an entrepreneurial culture in Malta and Gozo.
- Plans and manages incubation services and facilities.

#### General Management

- Manages the business of the Business Incubation Centre.
- Implements Malta Enterprise's policies and procedures within the Business Incubation Centre.
- Manages continuous improvement and change within the Business Incubation Centre.

#### Duties

- Directs and participates in Malta Enterprise's Business Incubation Centre operations planning and recommends goals for programme development.
- Introduces and monitors Key Performance Indicators and Key Performance Targets for the Business Incubation Centre.
- Analyses performance against Key Performance Indicators and Key Performance Targets and takes corrective action as appropriate. .

- Oversees the financial management of the Business Incubation Centre activities and projects to ensure that they are within the budget proposed.
- Manages the operations of the Business Incubation Centre and administrative set up.
- Works with the Economic and Market Research Unit to determine the requirements sought from entrepreneurs with regards to incubation services and facilities.
- Manages the provision of incubation services and facilities to start-up entrepreneurs within the Business Incubation Centre.
- Solicits on-going feedback on quality and level of services and facilities provided from the start-up entrepreneurs of the Business Incubation Centre.
- Introduces and manages new value-added facilities and services in the Business Incubation Centre.
- Works with the Tenant and Lease Administration function to screen potential clients and their eligibility for inclusion in the Business Incubation Centre.
- Monitors tenants' business performance and provides guidance to potential business problems.
- Liaises with the Tenant and Lease administration function to track and re-negotiate lease renewals in a timely manner.
- In tandem with other stakeholders within Malta Enterprise, promotes the Business Incubation Centre to the business community, students of knowledge and higher education institutions.
- In tandem with other stakeholders within Malta Enterprise, organises workshops, seminars and other fora to promote the Business Incubation Centre and the work of start-up entrepreneurs.
- Responds to complex enquiries and provides guidance with regards to any obstacles faced by the start-up entrepreneurs.
- Resolves grievances and issues raised by start-up entrepreneurs with regards to the Business Incubation Centre.
- Attends briefings and meetings as necessary.
- Prepares and presents reports and other documentation to senior management as requested.

## Consultation

- Consults with the Senior Head, Relationship Management Unit in resolving issues and problems which are sensitive and / or of a strategic nature.
- Coordinates with other relevant internal and external stakeholders or agencies as necessary.

### Self-Improvement

- Keeps up to date with developments in relation to Business Incubation Centres in overseas jurisdictions.
- Keeps up to date with Research, Development and Innovation and financial instruments within the European Union.
- Keeps up to date with developments with regards to Directives, Communication et al within the European Union in relation to start-up entrepreneurialism and micro-enterprise.
- Keeps up to date with local and global economic and market trends.
- Keeps up to date with the latest developments within Malta Enterprise.

### Other

- Performs other job related duties as necessary or as assigned.

### Supervision Received

- Direction from the Senior Head, Relationship Management Unit, especially in sensitive or contentious issues.

### Working Conditions

- Requested to work outside office hours to meet deadlines and / or in crises situations.
- On-site visits may be required from time to time.

### Skills / Knowledge / Experience

#### Skills

Computer literacy.	High
Written and verbal communication skills.	High
Interpersonal skills.	High
Relationship management.	High

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Time: 1000hrs

Service management.	High
Networking skills.	High
Leadership.	High
Negotiation.	High
Organisational and planning skills.	High
Analytical, evaluative and problem-solving ability.	High
Self-motivated and shows initiative.	High
Multi-task under tight deadlines	High

### Knowledge

Tertiary qualification in Business, Management, Administration, Service Management or equivalent.	Mandatory
Knowledge of Business Incubation practices and methodologies.	Mandatory
Accreditation in Service Management.	Desirable

### Experience

Minimum 4 years experience in a business incubation environment	Mandatory
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### To apply:

Email cover letter and resume to Esther Angelou at [eangelou@angelouconomics.com](mailto:eangelou@angelouconomics.com).