

**Job Description / Person Specification**

**This post is part-funded by the European Regional Development Fund**

Title Assistant Business Adviser	Department Place	Post Ref.
<p><b>Job Purpose</b></p> <p>To work with Nottinghamshire businesses, primarily SMEs, to secure a good understanding of individual business needs, offering initial advice, developing action plans and helping them access a range of other specialist business support solutions. This will be achieved through direct initial broad advice or liaising with the Business Adviser role and in close liaison with the D2N2 Growth Hub and partners.</p>		
<p><b>Key Responsibilities</b></p> <ol style="list-style-type: none"> <li>1. Receive referrals from a wide range of sources but principally via the D2N2 Growth Hub responding to leads and enquiries in a diligent and timely manner;</li> <li>2. Be pro-active and champion the work of the Growth Hub and the support available, liaising with business groups, banking and financial agencies, key individuals, HE / FE institutions and Local Authorities in seeking referrals;</li> <li>3. Carry out initial reviews with clients in line with good Growth Hub practice, agreeing action plans and brokering support as appropriate;</li> <li>4. Supplement referrals and individual proactive approaches with occasional group activities as may be efficient / required;</li> <li>5. Utilise / update the D2N2 CRM with details of engaged clients to ensure that all activity and key data are fully recorded, in accordance with protocols;</li> <li>6. Support the completion of ERDF claims and to co-ordinate their completion with Growth Hub colleagues;</li> </ol>	<p><b>Key Accountabilities</b></p> <ol style="list-style-type: none"> <li>1. To take personal and proactive responsibility for own performance;</li> <li>2. To be accountable for the effective delivery of the County Council's contribution towards the targets of the ESIF supported D2N2 Growth Hub programme;</li> <li>3. To work closely with and be supportive of the work of Growth Hub "Core" colleagues and the County Council's Business Advisor;</li> <li>4. To be accountable for the service offered to Nottinghamshire business clients;</li> <li>5. To maintain a professional interest and on-going relationships with business support and finance providers operating across the County.</li> </ol>	

<ol style="list-style-type: none"> <li>7. Through dialogue and positive relationships, especially with the Business Adviser post, make referrals to business support and funding programmes and private sector suppliers where this meets client needs and record this on the D2N2 CRM;</li> <li>8. Undertake initial reviews of individual businesses and their proposed projects, advising on eligibility for available funding / programmes and assist potential applicants to overcome any barriers, liaising with the Business Adviser as appropriate;</li> <li>9. Account-manage clients during the lifetime of an agreed action plan in liaison with the Business Adviser and the Core Growth Hub team;</li> <li>10. Build and maintain relationships with economic development and finance partners such as local authorities, networks, membership organisations, business support providers and LEP(s), attending meetings and raising awareness as appropriate;</li> <li>11. Specifically, work with business groups, key organisations and senior County Council officers to review and develop intelligence and potentially influence business support provision to small businesses within the County;</li> <li>12. Collect intelligence and information with regard to the local economy and business advice activity and support discussions on reviewing gaps in service provision for the benefit of future business support strategies;</li> <li>13. Meet with the Project Manager, Business Adviser and with other relevant colleagues at the County Council and within the Growth Hub to review performance against the agreed profile and expectations;</li> <li>14. Work closely with the Business Adviser and the Core Team at the Council and Growth Hub.</li> </ol>	
<p><b>The post holder will perform any duty or task that is appropriate for the role described</b></p>	

Person Specification	
<p><b>Education &amp; Knowledge</b></p> <ol style="list-style-type: none"> <li>1. Degree or professional qualification in a relevant economic development discipline <b>or</b> evidence of equivalent continuing professional development.</li> <li>2. A high standard of ICT skills including all Microsoft Office applications and web-based communications and related specialist finance packages.</li> <li>3. High levels of numeracy and literacy sufficient to support initial business assessments and draw up action plans.</li> <li>4. A thorough understanding of business needs, motivations and critical success factors.</li> <li>5. A high understanding of business support locally and nationally as may apply to businesses in the County.</li> <li>6. Excellent communication skills, both written and oral.</li> <li>7. Excellent facilitation and networking skills and working with groups.</li> <li>8. Knowledge and experience of economic development and business support issues and the national and local policy framework.</li> </ol>	<p><b>Personal Skills and General Competencies</b></p> <ol style="list-style-type: none"> <li>1. A high level of personal drive and commitment top excellent customer care and the ability to set an example for other staff.</li> <li>2. Strong interpersonal skills to gain the agreement and acceptance of others including colleagues, senior managers and customers.</li> <li>3. Ability to make decisions and solve problems to meet operational targets, involving devising solutions and prioritising the resources available.</li> <li>4. Ability to meet agreed objectives and delivery targets by the effective use of resources.</li> </ol>
<p><b>Experience</b></p> <ol style="list-style-type: none"> <li>1. Minimum of 2 years experience of account management and delivery and brokerage of business support to SMEs</li> <li>2. Experience of a successful role working with SMEs</li> <li>3. Demonstrable and tangible experience in successfully establishing action plans for SME business growth and their implementation</li> <li>4. Experience of negotiation and offering a credible, confident and persuasive approach to business support available</li> <li>5. Experience of delivering externally funded projects</li> </ol>	

<ul style="list-style-type: none"> <li>6. Experience of working with key partners and stakeholders sectors to support, promote and develop economic development / business support activity</li> <li>7. Experience of writing clear and concise narrative and performance reports</li> <li>8. Experience of working independently with minimal supervision</li> <li>9. Experience of using CRM systems or a demonstrable ability to learn quickly and become familiar with new software and processes</li> </ul>	
<p><b>Role Dimensions</b></p> <ul style="list-style-type: none"> <li>1. The post is line managed by the Senior Economic Development Officer, facilitated in tandem with the Business Adviser and in liaison with the County Council's Growth Hub team. This may be changed subject to consultation;</li> <li>2. The post will be expected to "hot-desk" as demand requires;</li> <li>3. There are no direct line management responsibilities attached to this post unless otherwise delegated by the line manager;</li> <li>4. The post will be monitored in terms of the relationship with the approved ESIF award; notably on the basis of the targets and expectations of the awarding body and the partners;</li> <li>5. The post is for a fixed term up to 31<sup>st</sup> March 2022.</li> </ul>	

Date – January 2019