

High Growth Business Advisor

Salary: £37,000pa + Mobile telephone + Laptop + 25 days holiday + bank holidays + 6% emp pension

Hours: 37.5 hours per week, Monday to Friday, flexible working applications would be welcome.

Contract Type: This contract will initially be until 31 March 2021, extension will be subject to continued government funding.

Reports to: GrowthCurve Project Manager

Location: Your normal place of work will be home based. You will be required to travel in to the SEMLEP offices when required.

Recruitment timetable:

Closing date:	9am on 17 August 2020
Interview date:	21 August 2020
2 nd Interview	25 August 2020
Start date:	As soon as possible

Job Summary

This role will contribute to the successful delivery of an ERDF funded project, "GrowthCurve", which is led by the South East Midlands Local Enterprise Partnership (SEMLEP) and delivered through its partners the University of Northampton, University of Cranfield and University of Bedfordshire. The project will support businesses with the potential and aspiration to grow and which have been identified as scale ups.

There are four key elements to the role:

- Business development – Identifying and engaging with local business who could participate in the project based on their current performance, growth potential and aspirations. GrowthCurve is ambitious in the number of businesses it will seek to engage with and sourcing potential participants is a vital process.
- Diagnostic and Action planning – working with each client to understand their business in terms of its opportunities, its scalability and any barriers to growth. This will involve using one or more diagnostic tools and developing customised action plans which are 'owned' by the business and its management.
- Account Management – Managing a portfolio of clients as they engage with the GrowthCurve project. This includes building relationships with clients who have been 'recruited' or referred to the project, taking a holistic approach to diagnosing their business needs, action planning including recommending appropriate support through the programme and maintaining on-going relationships with a portfolio of SMEs participating on the programme.
- Project Administration – Tracking each client's progress through the programme, helping to ensure they are benefitting from the support they are receiving and taking responsibility for the timely collection of required client paperwork in order to comply with ERDF regulations.

Each High Growth Business Advisor will be responsible for developing and managing a portfolio of between 120 and 150 businesses over the duration of the project (3 years in total).

Key accountabilities for this role include:

- Networking and engaging with local businesses and local intermediaries to identify scale up and potential scale up SMEs that may benefit from the programme.
- Promoting GrowthCurve by presenting to local businesses and intermediaries at networking events.
- Guiding each SME client through an initial diagnostic process in order to identify their key needs
- Action planning to help your SME clients identify and access the best support available to meet the needs to grow their businesses.

- Managing a portfolio of SME clients at different stages on their ‘customer journeys’, tracking their progress, and providing, as appropriate, information, access to support and encouragement.
- Providing clients with a professional, honest and high-quality consultative advice and guidance service in line with the ERDF project parameters.
- Referring clients to alternative, services where appropriate
- Assisting each client to evaluate and review the impact of the programme, gathering evidence to support their conclusions and helping them to determine the next steps for their business after completing the programme.
- Capturing all client information on the Customer Relationship Management (CRM) in a manner that enables others to fully understand the nature of engagement and service provided.
- Ensuring that ERDF project documentation is correctly completed, and submitted in accordance with project processes and procedures and in compliance with ERDF requirements.
- Ensure all work undertaken is in line with ERDF regulations and all required client paperwork is completed to meet the contractual obligations of the ERDF project.
- Take responsibility for individual targets, and contributing to team and project output targets and objectives.
- Undertake professional development and accreditations as appropriate to the role and as required.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

Please note that this position is part funded by the European Regional Development Fund (ERDF).

Person Specification

Attributes	Essential	Desirable
Education & qualifications	<ul style="list-style-type: none"> • Business Support Qualification or equivalent A minimum of two years’ recent experience in either General Management or in a specialist business function (marketing, skills, ICT, manufacturing, HR or finance) 	<ul style="list-style-type: none"> • Continued professional development
Experience & Abilities	<ul style="list-style-type: none"> • At least 2 years’ experience working in a busy work environment involving: face-to-face sales and/or customer service contact or similar. • At least 2 years’ experience gained running an SME business or in a management role in a corporate business. • Experience of delivering support to high growth businesses – including indepth diagnostic and coaching support. • Understanding of the issues faced by larger and high growth businesses and the challenges they face with growing at pace. • Awareness of aspects of business support available from local, regional and national business/enterprise support providers. • A comprehensive and practical understanding of the needs and dynamics of established and growing SMEs. • Direct experience and specific knowledge in at least one of the following areas: business 	<ul style="list-style-type: none"> • Demonstrable experience of delivering business support or able to demonstrate a good understanding of the role.

	innovation, running your own business or management within a commercial environment <ul style="list-style-type: none"> • Experience of using IT / CRM, data entry and recording of client details. 	
Personal Qualities	<ul style="list-style-type: none"> • A team-player with good interpersonal skills; the ability to diplomatically, competently and effectively engage/communicate with people at all levels (internally and externally). • Ability to communicate effectively by telephone and/or webcam, face-to face and in writing. • Able to question clients effectively with the ability to interpret needs. • Empathetic and able to develop rapport with clients and colleagues. • Self-motivated, collaborative, organised and able to manage time effectively. • Client focussed recognising that clients are both internal and external. • Ability to handle multiple client and internal demands in both quality and timely manner. 	<ul style="list-style-type: none"> • Ability to provide appropriate solutions for clients and encourage progression of action plans. Ability to calmly handle difficult client engagement situations and turn them into positive outcomes <ul style="list-style-type: none"> • Self-improver – solicits and uses feedback, manages own learning and development, adopts new ways of doing things.
Other Requirements	<ul style="list-style-type: none"> • Presentable and professional at all times 	<ul style="list-style-type: none"> • A full, clean UK driving licence with access to a car

About us

Set up by government in 2011, the South East Midlands Local Enterprise Partnership (SEMLEP) has a central role in determining local economic priorities and undertaking activities that promote strong and sustainable economic growth and job creation.

We are a public-private partnership, working in collaboration with organisations from across the South East Midlands area to steer investment into business growth and innovation, building a talent pipeline of skilled people and, growing successful, connected places for people to live and work. For more information, visit www.semlep.com.

One of the functions of SEMLEP is to deliver business support to the South East Midlands area in the form of a Growth Hub. The Growth Hub helps businesses realise their ambitions through free impartial information, advice and guidance. The focus is on connected business support and connecting businesses with the most appropriate local and national provision. Key aspects of the Growth Hub include a team of dedicated gateway advisers, workshops for businesses and face to face business advisers. A key element of the Growth Hub is the GrowthCurve project – a project focussing on providing support to businesses who want to grow and have the potential to scale up and grow at a rapid rate. The project is part-funded by ERDF. In the current times, the Growth Hub, including the Growth Curve project is providing support to businesses to recover from the impact of COVID19.

How to Apply

Application is by CV and a cover letter outlining the reasons for your interest in this position and why you believe yourself to be suitable in line with the person specification. To assist us with effectively monitoring Equality and Diversity, please also complete our Equality and Diversity form which can be found on our website <https://www.semlep.com/work-with-us/>. These should be submitted by 9am on 17 August 2020. Please submit your application by email to emma.wilkinson@semlep.com.

We are committed to attracting, recruiting and developing a diverse workforce that reflects the diversity of the South East Midlands population our work is aimed at. Our vision is to embed equality and diversity into our day to day business and create an inclusive working culture where everyone is treated with respect and dignity and feels valued. We recognise the value of having a diverse workforce to achieving SEMLEP's vision and the need to promote equality of opportunity in all aspects of employment in order to support each individual to achieve their full potential. We welcome applications from all backgrounds regardless of age, disability, faith, gender, gender reassignment, pregnancy/maternity, race or sexual orientation, marriage and civil partnership and we would consider applications on a part-time, compressed hours or job share basis.

If you would like a confidential discussion about the role, or if you would like further information or have any specific access requirements to enable you to complete the application process, please contact us on 01234 436100 or e-mail emma.wilkinson@semlep.com.

CONFIDENTIAL