

JOB DESCRIPTION

Role Title:	Enterprise Delivery Specialist Home based covering Dorset
Reports to:	Enterprise Manager
Salary:	£31,000 – £34,000 pro-rata
Hours:	Full time / Part time / Flexible hours considered

Role Purpose:

<ul style="list-style-type: none"> • Working closely with project partners and stakeholders provide advice, training and support to pre-start individuals and new businesses in Dorset as part of the Dorset Business Growth Project with regard to the successful creation of new businesses and their growth. • The Dorset Business Growth project, and this role within the project, is part funded by the European Regional Development Fund.

Key Tasks:

1.	Build effective relationships with partners and stakeholders to generate referrals
2.	Respond to leads in a timely manner, with a view to engaging individuals that meet eligibility criteria
3.	Attend relevant events to promote and raise awareness of the service and to identify appropriate clients
4.	Conduct a needs analysis for each client and develop an action plan for support to resolve issues/barriers identified. Deliver training sessions, workshops and face to face support to clients.
5.	Build effective relationships with clients, ensuring high levels of customer satisfaction and maintain the relationship throughout the duration of the project to ensure that the action plan is carried through and ensure a successful outcome for the client.

6.	Examine in detail the elements of client business concepts and plans in order to identify barriers to and opportunities for business creation and growth for pre-start and early stage businesses.
7.	Build effective relationships with clients, colleagues and suppliers in order to provide the best brokerage advice based on the client's requirements
8.	Effectively deliver the Business Essentials start-up course to groups of up to 16 delegates, use appropriate facilitation skills to engage the clients throughout the course.
9.	Use ICT to communicate effectively and aid problem solving and decision making
9.	Accurately complete eligibility checks, action plans/templates and related paperwork and records in a timely manner and comply with project reporting and process requirements
10.	Work with clients to overcome barriers during the implementation of their action plan, in order to sustain momentum towards the agreed goals
12	Provide the clients with details of upcoming events and workshops and online booking details/book them onto the events or workshops
13.	Utilise other business support sources to collate research and information for use by the client and to inform next steps
14.	Make referrals to appropriate external support based on the individual needs of each client
15	Ensure contract specified support is delivered, documented and signed off

Please note: This job description seeks to provide an outline of the duties and responsibilities of the post. The post holder may be required to undertake other duties which fall within the grade of the job, in discussion with the CEO. It is not a definitive document and as a new post will be subject to review in conjunction with the post holder in light of any project review or funding criteria.