



## JOB DESCRIPTION

<b>Role Title</b>	Business Support Advisor
<b>Location</b>	Home based
<b>Reports to</b>	Programme Delivery Manager
<b>Salary</b>	£30k per annum
<b>Hours</b>	Full time, 37 hours per week Part time options

### Role Purpose

- To carry out a range of engagements with clients on the South East Local Enterprise Partnership (SELEP) start-up programme.
- To provide an information, diagnostic, guidance and brokerage service to clients (pre-start individuals start-up businesses) across the SELEP region.
- To deliver support which leads directly to the achievement of all defined output targets.

Role is to be delivered to clients in the SELEP region using virtual platforms including Zoom and MS Teams.

### Accountabilities & Responsibilities

1.	Engage with and welcome clients onto the programme via an initial assessment one-to-one via a virtual platform e.g. Zoom / MS Teams or by telephone.
2.	Gather information from the client to ascertain their current situation and future goals and aspirations with starting or sustaining their business.
3.	Signpost clients onto the most effective courses to suit their needs and support them in their business journey.
4.	Undertake a post-course one-to-one with all clients and develop an action plan of support to help them start or sustain their business.
5.	Assist clients with all aspects of business support including registering their business.
6.	Undertake on-going one-to-ones with any clients requiring further support, resources and guidance.

7.	Set up and manage a range of communication methods via zoom networking, WhatsApp chat and Facebook groups to provide support to clients.
8.	To assist clients with their grant applications in line with the SELEP grant scheme.
9.	Undertake end of programme evaluation one-to-ones to complete the action plan and obtain evidence as required by the SELEP contract.
10.	Support the delivery of the Business Start-up Programme and Business Success Programme courses.
11.	Pro-active and effective account management of own caseload in line with SELEP / Dorset Growth Hub (DGH) / WSX Enterprise policies to ensure the quality and compliance of contact and outputs.
12.	Build effective relationships with clients, colleagues, partners and suppliers.
13.	Accurately complete and update CRM and related paperwork in a timely manner and to comply with programme requirements. Obtain evidence as required from clients during interventions.
14.	Make referrals to internal colleagues and external support services based on the individual needs of the client.
15.	Assist clients throughout the grant process including drawdowns, ensure a high quality submission and collect all necessary evidence for grant-making decisions.
16.	Use ICT effectively to aid problem solving and decision making.
17.	Comply with brand guidelines on all materials and communications.
18.	Contribute to and attend SELEP / DGH / WSX meetings, events, CPD events etc as required.
19.	Represent SELEP / DGH / WSX at events and raise awareness of all services and to identify potential clients.
20.	Assist colleagues on other programmes where required.

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 service development or organisational change

## **PERSON SPECIFICATION:**

Please find below the key skills, experience and core behaviours required to undertake this post.

### **Skills, Experience, Qualifications and Behaviours:**

- You have a good understanding and experience of providing support to pre-starts and start-up businesses and understand the challenges of this
- You are a self-starter, able to balance participants' demands & use time effectively
- You have excellent planning, organisational and communication skills, both written and verbal
- You are accurate and not afraid of admin tasks
- You have knowledge and experience of the SME sector
- You have knowledge of the key issues and relevant legislation related to starting a business/becoming self-employed
- You have well-developed coaching, mentoring and motivational skills
- IT literate (MS 365, online communication platforms)
- Effective time management of both self and team
- Customer focused to nurture and maintain effective relationships with peers, partners, stakeholders and project beneficiaries

Self-motivated with the ability to work independently from a home-base

### **Note to Applicants**

***These key skills and core behaviours will be used in the decision making process for recruitment. Please give examples of how you have exhibited these behaviours in your previous role(s). It is essential you address each of these on the application form on the section for supporting information.***

***Be as specific as possible, we cannot guess or make assumptions, but will assess your application solely on the information provided. Try to provide evidence, by examples, where possible, of skills, knowledge and experience contained in this person specification***