

**Job Description**

**Post Title:** Business Advisor

**Contracted Hours:** 36 hours per week

**Reporting to:** Youth, Community and Enterprise Manager

**Base Location:** Flexible working across all branches

**Job Purpose**

The New Enterprise Allowance (NEA) is aimed at supporting DWP Claimants to start their own business. The scheme provides mentoring support and financial assistance in the form of a weekly allowance. This post is primarily intended to provide both a mentoring role for new Business Start-Up and to also provide Business Growth support to existing self-employed clients referred to the programme.

**Key Duties and Responsibilities**

* Have an initial meeting with Clients discuss their business idea and formulate its likely success / Assess the growth potential of eligible businesses, diagnose any barriers to innovation or advancement which may be holding back growth.
* Assist the client in the production of a business plan to a pre-agreed standard / Agree suitable action plans to address barriers and release growth opportunities.
* Agree a plan with the client which ensures the greatest chance of business success for them within the rules and structure of NEA / Implementation of the Business Growth Development Action Plans, linking clients to those services and sources of expertise best suited to deliver practical solutions and instil new knowledge that will underpin future business performance and growth.
* Support the Client through the NEA process providing advice and coaching where required.
* Make contact with the client at the 26 and 52 weeks trading point to complete a progress report, signpost where appropriate and obtain feedback.
* To work with NEA clients who have commenced trading and facilitate the mentoring matching process.
* Handling client contact via, face to face meetings, group sessions, virtual sessions, phone and email and establishing and maintaining effective relationships and key client contacts
* Feedback and report on successes within the programme, good news stories, etc
* Accurately and timeously record all information and complete appropriate paperwork correctly, within agreed timescales and to contract requirements. Ensure correct use of the People Plus CRM system (JMS).
* To network with relevant organisations and internal projects to both facilitate referral streams and enable co-working.
* Carry out the duties and responsibilities within the scope defined by the Company's Health and Safety Policy and Lone Working policy
* Ensure the service provide to the client is of a high quality and meets the specification within the “Provider Guidance” document
* To undertake any other duties appropriate to the post and the needs of the organisation or as directed by management. These will be agreed with the post holder and will normally be within the scope of their qualifications and/or experience.

**KEY PERFORMANCE MEASURES**

* Will be expected to achieve and exceed minimum performance targets in terms of all Key Performance Indicators.

**PERSON SPECIFICATION**

Experience and Attributes

Essential

1. Good project management skills and ability to manage a range of concurrent case loads
2. High standards of personal organisation within working practices, including a methodical approach to work and a highly developed attention to detail
3. Experience of providing services to socially and economically diverse communities with appropriate engagement skills to do so effectively
4. Experience of financial planning, budgeting and how to present this information in a business plan
5. High levels of computer literacy, including spreadsheets and word-processing
6. Ability and confidence to deal with representatives of external bodies and organisations
7. Excellent written and verbal communication skills
8. Evidence of ability to work as a member of a team and independently
9. Ability and commitment to share knowledge with peers
10. Demonstrable awareness of, and commitment to, quality in the delivery of services
11. Evidence of ability to work effectively under pressure
12. Willingness to undertake further professional development as identified
13. Flexibility to work weekdays, evenings and weekends if required. The post holder may be required to travel to meetings across the three branches so must be able to demonstrate flexibility and mobility.
14. Driver with access to suitable vehicle

Desirable

1. Previous experience of setting up or managing a small business
2. Experience of working in the employability sector and delivering employment support is also desirable.
3. Experience in providing business start up advice or support