



Job Title – Customer Adviser

The role - Working with the rest of the MENTA team, you will assist in delivering fantastic business support to MENTA clients, providing them with impartial guidance and advice, on which MENTA prides itself. You will play a key role in providing excellent service to our diverse range of clients and help MENTA achieve its strategic vision and goals.

This role will support the Enabling Self-employment programme. This project is part-funded by the UK Government through the UK Community Renewal Fund.

Main duties - The Customer Adviser will work with a wide variety of clients to support their development through our various funded business support programmes, ensuring that they are receiving the support they need, monitoring and recording their progress, whilst also signposting additional help and resources as appropriate.

This role involves proactive customer contact, relationship building and identifying and meeting customers' needs and therefore requires excellent customer service and relationship management skills.

The Customer Adviser will act as an advocate for MENTA's programmes, promoting our offer to both existing and potential customers, and external partners and referral providers.

Individual requirements –

- Provide support to MENTA clients through proactive customer contact by phone and e-mail
- Identify needs and provide support and guidance to clients on other MENTA products and programmes, or signpost external support that could be suitable.
- Keep up to date with the current small business landscape including relevant grants, support and training available to our clients.
- Liaising with clients, internal and external stakeholders as required
- Working with Project Co-ordinators to ensure client appointments are completed effectively
- Call clients pro-actively to monitor progress and support as required, e.g. booking workshops, arranging 1 to 1's and confirming business starts etc.
- Delivering project outputs as required
- Track client progress and results, adjusting plans as necessary
- Provide project and client progress updates to key stakeholders
- Undertake client evaluation calls, complete reviews and compile reports.
- Operate as an active member of the MENTA Team to assist with the development and implementation of MENTA's strategic vision.
- Ability to travel across Norfolk and Suffolk when required.

Closing dates – 20th July 2022

Salary and contract details - up to £25,000 PA pro-rata, dependent upon skills and experience. This is a fixed term contract until 31/12/2022. There are two roles available, one based in Suffolk and one in Norfolk (some travel will be required).

For further information - Please contact Peter Wood via e-mail - Peter@menta.org.uk