

Person Specification

Job Title: Business Growth Support Officer – Growth Hub

Experience and qualifications

1. Experience of pro-actively working in a business to business environment in a telesales/sales, business advisor or business development capacity.
2. Desirable - experience of working with content management systems.
3. Experience of client facing activities with a proven track record of customer service excellence.
4. Experience of partnership working and of working collaboratively with internal and external organisations to achieve outcomes.
5. Experience of working with the private and public sectors and engaging with businesses at director/business owner level.
6. Experience of working with and maintaining operational systems such as a CRM and/or cloud-based telephone system.
7. Excellent track record in providing administrative support and supporting multi-disciplinary programme teams.

Ability, skills and knowledge

1. Excellent administration, organisational and time management skills.
2. Excellent written and verbal communication skills to convey programme and project information, data and performance and to support all aspects of communication regarding the North East Growth Hub.
3. Ability, confidence and interpersonal skills to pro-actively target and engage with business owners
4. Good data management and data analysis skills
5. High level computer literacy, excellent understanding of MS office applications and familiarity with social media and content management systems.
6. Ability to listen, think, plan and work strategically and a willingness to contribute, to support the delivery of projects and programmes.
7. Ability to manage and allocate enquiries to ensure excellent customer service.
8. Ability to maintain an impartial, objective and client focused approach.
9. Ability to build and maintain effective relationships with elected members, key partners, stakeholders and the wider community.
10. Ability to support the implementation of programmes and projects.
11. Ability to work under pressure

12. Research skills. An ability to find and present targeted information and solutions required to support businesses to overcome challenges.
13. An understanding of operational business systems and processes.
14. An understanding of regeneration, economic development and current national policy in relation to Local Enterprise Partnerships and economic growth.