

Person Specification

Job Title: Growth Hub Connector

Service: North East Local Enterprise Partnership
(North East LEP)

We expect the Growth Hub Connector to have strong interpersonal and communication skills, coupled with a good knowledge of the drivers and barriers of business growth/improvement and an understanding of the business and enterprise support sector.

Key competencies

- 1) Ability to ask questions that will identify the root cause of client's performance issues and barriers to growth
- 2) Ability to identify where clients need to develop their capacity and capability as to capitalise on opportunities and overcome barriers to growth and improvement.
- 3) Identify solutions that will support the development of capacity and capability in key areas of development.
- 4) Presentation and influencing skills as to gain commitment to support specifications and recommendations.
- 5) Understanding of scalable business models and the ability to identify businesses with scaleup potential.
- 6) Maintain an impartial, objective and client focused approach at all times.
- 7) Develop strong and trusting partnerships with business support providers providing support and challenge, as required, in order to ensure an excellent customer experience is delivered.
- 8) Account management skills required to manage a large and diverse portfolio of clients and to ensure they are highly satisfied with the experience received.

Experience

- Experience of working in a commercial environment in a sales, account management or business development capacity.
- Demonstrable experience of working to promote business growth and/or personal development.
- Experience of working with business owners at a strategic level.
- Experience of analysing business performance and identifying solutions to enhance business performance.
- Account management – working with a diverse range and large portfolio of clients and managing the performance of third party providers.
- Experience of developing, presenting and achieving buy-in to proposals that will lead to business growth and improvement.

- Experience of developing partnerships that effectively stimulate demand for products and services.
- Strong administration and organising skills.

Knowledge

- Some understanding of digital adoption and business models to increase SME productivity.
- Some understanding of the North East business support landscape.
- Knowledge of common barriers to business growth and improvement.
- Knowledge of solutions that will address barriers to business growth and improvement.
- Knowledge of identifying characteristics of businesses with Scaleup potential.
- An understanding of the issues and barriers of engaging in business support faced by small businesses.
- An appreciation of what motivates business people and what drives business growth.

Skills

- Able to engage and influence a wide range of stakeholders.
- Ability to facilitate group discussions with business leaders through peer networks and other shared best practice groups
- An ability to confidently network, identify opportunities and build relationships.
- Excellent communication skills, both verbal and written.
- Good team and leadership skills.
- Able to project manage and manage priorities effectively and efficiently.
- Ability to assimilate new information quickly.
- Ability to conduct basic data management.
- High level computer literacy, familiarity with social media and a confident networker.
- High degree of self-motivation and ability to work on own initiative.
- Ability to work collaboratively with others to develop skills and knowledge.
- A desire to for continuous improvement.

Other:

- Car owner and full current driving licence.