

## **JOB DESCRIPTION**

**Post Title:** Growth Consultant – Made Smarter Programme  
**Post Reference:** TVCA 281  
**Grade:** L  
**Duration:** Fixed Term until March 2022  
**Responsible to:** Business Gateway Manager

### **Job Purpose**

As a forward thinking Mayoral Combined Authority, our ten-year Investment Plan 2019-29 stands at £588.2 million for new investment opportunities, with the potential for further funding. This role is key to ensuring that we plan for and deliver our investment programme, and work with our strategic partners and colleagues within the Authority to plan and deliver multi-million pound projects and programmes that will play a major role in delivering the Authority's Strategic Economic Plan and bring about economic growth for the benefit of businesses and people in Tees Valley.

Made Smarter is a government backed initiative designed to improve productivity of Tees Valley manufacturers through the adoption of industrial design technologies (IDT). Automation, robotics, sensor technology, IOT, 3D Printing, AI and VR are all proven catalysts of better business outcomes. From bespoke design to quality control, profit to volume levels, margins to machine monitoring there are multiple opportunities to improve efficiency across manufacturing organisations.

Increasing the use of IDT will raise productivity and international competitiveness of UK businesses, create new, higher skilled & higher paying jobs within society, and increase the resource efficiency of the UK's industrial base. This is estimated to result in a £455 billion boost to the UK's economy, the creation of 175,000 jobs and a reduction of 4.5% in emissions. So far, the UK has not been capitalising on the opportunities of new technology – meaning we are falling behind other countries like the USA, Germany and China. Knowing what, when, where and how to apply IDT can be challenging. The Made Smarter program will simplify that process and help SME's understand exactly how Industrial Digital Technology can be applied in their business to make it smarter.

The dedicated Growth Consultant will be an experienced, pro-active self-starter with commercial experience to join our expanding team. Driven by a passion for helping businesses you will work with manufacturing sector business leaders to help identify and



understand the challenges and opportunities to be gained from the adoption of Industrial Digital Technology (IDT – ‘Industry 4.0’).

## **Duties & Responsibilities**

1. Identify a portfolio of companies to support and work with, which will include visits (in line with Covid restrictions and government guidance), identification of projects, meaningful interventions and follow up.
2. Objectively diagnose their current use of technology, and the opportunities afforded by adopting IDT tools.
3. Where IDT is deemed by the business to be not appropriate at this stage, offer independent and impartial brokerage to business support and finance solutions that will help businesses remove barriers, build resilience and implement their plans.
4. Support businesses as they develop their IDT Roadmaps, help them to identify and work with technical specialists, and, where appropriate, apply for grant funding for their initial IDT implementation projects.
5. Ability to ask questions that will identify the root cause of client's performance issues, barriers to growth and leadership capability.
6. Ability to identify where clients need to develop their capacity and capability as to capitalise on opportunities and overcome barriers to growth and improvement.
7. Identify solutions that will support the development of capacity and capability in key areas of development.
8. Facilitate matching businesses participating in Made Smarter with appropriate IDT Specialist advisors
9. Deliver presentations and be able to influence decision owners to gain commitment to support specifications and recommendations.
10. Ability to identify businesses with scaleup potential during diagnostics and in-depth discussions.
11. Develop partnerships with key stakeholders including business support providers to ensure an excellent customer experience is delivered.
12. Account management skills required to manage a large and diverse portfolio of clients and to ensure they are highly satisfied with the experience received.
13. Reporting on progress as appropriate including assisting with the preparation of claims to public sector funding bodies i.e. BEIS



14. Develop and promote relationships with external partner organisations such as NEPIC, NOF, Automotive Alliance, Local Authorities, DIT, NEECC, Universities, Centres of Excellence and other delivery organisations.
15. Lead or assist as appropriate the organisation of events and other profile-raising activities.
16. Establish professional and valued relationships with customers through regular close contact account management which will include regular face to face meetings, telephone meetings and email communication.
17. Provide advice and impartially broker in the appropriate business solution(s) to customers where appropriate.

## General

1. Support and engage in all organisational standards ensuring delivery of service excellence.
2. Ensure compliance with Tees Valley Business's contractual requirements.
3. Manage workflow effectively, responding to customer demand as appropriate and without compromising TVCA's reputation.
4. Maintain own programme of continuing personal development relating to own activities and the activities of the team as a whole.
5. Make appropriate arrangements and preparation for customer meetings.
6. Deliver individual targets and objectives in line with business requirements as agreed with the Growth Service Manager.
7. Comply with all business processes, protocols and work instructions.
8. Ensure all activities are recorded onto the customer relationship management system (CRM) in accordance with operational standards and processes.
9. Achieve and maintain quality standards associated with the role in line with business and ERDF requirements.
10. Ensure compliance with Corporate Governance procedures, procurement regulations and the Data Protection Act.
11. Work flexibly and undertake such other duties and responsibilities commensurate with the grading and nature of the post.
12. Assist in the training and development of staff and to undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post.



13. Take reasonable care of your own health & safety and co-operate with management, so far as is necessary, to enable compliance with the authorities' health and safety rules and legislative requirements.
14. Ensure up to date understanding of Tees Valley Business, as well as other regional and national funding and support solutions available.
15. Work in partnership with TVCA marketing team to ensure success stories and case studies are actively promoted within the marketplace
16. Maintain complete and accurate records of company engagements, referrals, signposting and outcomes achieved.
17. Ensure appropriate sharing of information about companies with colleagues and partners.