

North East Local

Enterprise Partnership

Person Specification

Job Title: Growth Hub Connector

Service: North East Local Enterprise Partnership

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, barriers to growth and leadership capability.
- 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) Facilitate matching businesses participating in Made Smarter with appropriate IDT Specialist advisors
- 5) Presentation and influencing skills as to gain commitment to support specifications and recommendations.
- 6) Understanding of scalable business models and the ability to identify businesses with scaleup potential.
- 7) Maintain an impartial, objective and client focused approach at all times.
- 8) Develop strong and trusting partnerships with business support providers providing support and challenge, as required, to ensure an excellent customer experience is delivered.
- 9) 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 the region's manufacturing sector. In particular, experience of the automotive, or chemical / pharma, or offshore / wind power sectors would be desirable.
- Experience of working in a commercial environment in a sales, account management or business development capacity.
- Experience of executive and leadership development particularly the benefits of technology adoption, coaching and peer to peer learning.
- 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 working in and developing partnerships that effectively stimulate demand for products and services.
- Strong administration and organising skills.

Knowledge

- Knowledge of leadership and management initiatives and approaches. And an understanding of mentoring, coaching and peer to peer learning particularly to support entrepreneurs, leaders and executives.
- Some understanding of the regional business support landscape.
- Knowledge of common barriers to business growth and improvement, and the change management techniques which can help overcome these.
- Knowledge of solutions that will address barriers to business growth and improvement.
- Some knowledge of key Industrial Digital Technologies (IDT – “Industry 4.0”) and enabler technologies as outlined in the Made Smarter Review and BSI’s PAS1040:2019 and the benefits these can bring to manufacturers.
- 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.
- Knowledge of what motivates businesspeople 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