

JOB DESCRIPTION

Post Title:	Business Adviser / Coach Consultant – Peer to Peer
Post Reference:	Role evaluation
Grade:	L
Duration:	Fixed Term until Mar 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.

The Peer Networks Programme is funded by the Department for Business, Energy & Industrial Strategy (BEIS) in response to a commitment made in the 2019 Business Productivity Review. The programme's long-term objectives are focused on reducing the UK productivity gap by helping business leaders find practical solutions to strategic and operational challenges. The programme also aims to provide actionable insight to tackle the short-term issues and those related to COVID-19.

Peer Networks is a programme delivered by Tees Valley Business within the Tees Valley Combined Authority. We are establishing diverse cohort groups to collaboratively work through common business issues. Through interactive action learning, we will enable participants to discuss their own challenges, gain and reflect on valuable feedback and implement practical solutions to overcome them. From finance and HR to sales, marketing and more, expert facilitators give business leaders the flexibility to create a trusted support network that works for them, helping them to build and strengthen their business and improve its overall performance.

The Business Adviser/coach role will be dedicated to the Peer to Peer programme and will primarily focus on working direct with business owners and a wide range of stakeholders in order to promote participation, generate referrals and to promote the take-up of the Peer to Peer programme. They will be proactively engaging with companies to promote the benefits of both one to one and group mentoring support. This will also involve signposting and making introductions to other business support programmes depending on needs of the business identified.

Duties & Responsibilities

1. Identify a portfolio of eligible companies to support and work with, which could include visits, identification of projects of support, meaningful interventions and follow up.
2. Conduct both cold/warm calling to businesses to promote the Peer to Peer to programme and its benefits to business owners.
3. Identify the root cause of client's performance issues, barriers to growth and leadership capability.

4. Work directly with the external facilitators and providers to ensure a positive customer experience.
5. Facilitate mentee and mentor matching and the configuration of group mentoring cohorts.
6. Have credibility within the business community at large, and with the businesses they work with, to enhance trust and develop positive working relationships that lead to tangible business growth.
7. Maintain complete and accurate records and data of company engagements, referrals, signposting and outcomes achieved.
8. Reporting on progress as appropriate including assisting with the preparation of claims to public sector funding bodies.
9. Develop and promote relationships with external partner organisations such as BEIS, Local Authorities, DIT, NEECC, Universities, Centres of Excellence and other delivery organisations.
10. Take company referrals from and refer to partner organisations, ensuring effective follow-up of all actions.
11. Lead or assist as appropriate the organisation of events and other profile-raising activities.
12. 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.
13. Ensure actions resulting from visits are documented and shared with the customer.
14. Monitor the delivery and impact of the assistance with the customer and identify further assistance as appropriate.
15. Represent the Tees Valley locally and at the regional and national levels as required.
16. Undertake such personal training as may be deemed necessary.
17. Provide advice and impartially broker in the appropriate business solution(s) to customers where appropriate.
18. Ensure up to date understanding of Tees Valley Business, as well as other regional and national funding and support solutions available.
19. Network local businesses to encourage and enable peer support.
20. Work in partnership with TVCA marketing team to ensure success stories and case studies are actively promoted within the marketplace

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