

JOB DESCRIPTION

Post Title:	Business Growth Consultant
Post Reference:	TVCA 240
Grade:	L
Responsible to:	Business Growth Programme Manager
Duration:	Permanent

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 Business Growth Consultant will work with the aspirations of the Business to grow (in a manner that will normally lead to increased employment), and then through a detailed diagnosis will work with the business to understand the barriers that are currently preventing the growth aspirations from being achieved, and identify growth opportunities.

Once the barriers and opportunities have been identified, the Business Growth Consultant will support the business to access the support and resources they need to remove those barriers and take advantage of opportunities. This will involve signposting and introductions to sources of support and finance, including the Tees Valley Business Fund.

The role will see the Business Growth Consultant working with colleagues and external stakeholders to significantly increase engagement with SME's and promote the take-up of local and national business support programmes, leading to the creation and safeguarding of jobs in Tees Valley.

Duties & Responsibilities

1. Identify a portfolio of companies to support and work with, which will include visits, identification of projects, meaningful interventions and follow up
2. Actively engage with SME businesses across Tees Valley to provide a combination of light, medium and high intensity support to businesses dependant on needs of the business.
3. 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

4. Engage with the companies' management teams to conduct business diagnostics and agree bespoke development plans to support their growth activities.
5. Maintain complete and accurate records of company engagements, referrals, signposting and outcomes achieved.
6. Prioritise activity in relation to individual work planning, the requirements of the portfolio of companies and the activities of the team.
7. Ensure appropriate sharing of information about companies with colleagues and partners.
8. Reporting on progress as appropriate including assisting with the preparation of claims to public sector funding bodies. Develop and promote relationships with external partner organisations such as Local Authorities, DIT, NEECC, Universities, Centres of Excellence and other delivery organisations.
9. Take company referrals from and refer to partner organisations, ensuring effective follow-up of all actions.
10. Lead or assist as appropriate the organisation of events and other profile-raising activities.
11. Work proactively to engage new businesses in the service and actively and research/proactively engage businesses with growth potential and/or in priority sectors.
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. Analyse information provided by the customer to put in place a growth road map for each customer that will help the business to recognise what support they need to activate growth as quickly as possible, and in line with the aspirations of the business interpret the needs of the business.
18. Incorporate the customer requirements and priorities into an Action Plan
19. Provide advice and impartially broker in the appropriate business solution(s) to customers where appropriate.

20. Identify which solutions have the potential to be supported through the ERDF grant project
21. Ensure up to date understanding of Tees Valley Business, as well as other regional and national funding and support solutions available.
22. Network local businesses to encourage and enable peer support.
23. 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 Business 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