

Farm491 Member Experience Coordinator

Job Description

The Role

Job title:	Farm491 Member Experience Coordinator
Department:	Commercial Services
Responsible to:	Farm491 Operations and Events Manager
Location:	The Alliston Centre, Royal Agricultural University, Cirencester
Salary:	Grade 6: £27,131 - £32,348 per annum pro rata
Hours:	Part-time, 17.5 hours per week, 0.5 FTE
Term:	Permanent
Relationships with:	Farm491 members and prospective members; External Services team; Heads of School and Directors of Service; Alumni; Farm491 Business Advisors

We have a number of different ways to work flexibly, so at your interview feel free to talk about what flexibility means to you. There are no guarantees, however, examples of how our employees already work flexibly include part-time, job share, hybrid-working and compressed hours.

Role Purpose

Farm491 is the Royal Agricultural University's incubator for start-up businesses innovating in the food and farming sectors. Running as a membership organisation, they have supported over 200 start-ups since 2018, helping them to raise over £30 million of investment and hire over 120 new roles. The types of companies they support range from robotic vegetable pickers, livestock tags and regenerative agriculture, through to vertical farming, cellular meat and ecological innovations.

With the growth of the business, we are now looking for an individual who is dedicated to ensuring all Farm491 members are receiving the business support they need. In 2021 we brought on a team of external business advisors with a range of backgrounds who provide 1-2-1 support to our members. The Farm491 Member Experience Coordinator will facilitate introductions to the advisors and be the key Farm491 point of contact for the advisors. It is also important that the role holder meet regularly with members to ensure they have a direct contact within the Farm491 team so they are aware of other areas of support, such as events or connecting them with other external contacts. A large proportion of our members join due to the network of specific investors we have built and our newly launched online investment platform. The role holder will take on and continue to grow this network and act as relationship manager for all investors.

Key Responsibilities

1. Develop and manage strong working relationships with Farm491’s members and business advisors, building a rapport with both.
2. Be the main point of contact for all business support queries from both members and prospective members, taking on all new member enquiries and initial conversations.
3. Conduct monthly check-ins with members to discuss business objectives and how Farm491 can continue to support them. Track their progress in a CRM system.
4. Signpost members to relevant business advisors and contacts within the network.
5. Establish an active network for AgriTech start-ups both in the South West area and nationally, through the use of personal networks and developing new contacts.
6. Manage the Farm491 member journey, from on boarding through to continued support throughout their membership.
7. Review and contribute to member’s bid applications where appropriate.
8. Establish an effective investor network to help members raise investment and increase chances of success. This includes managing our online investing platform.
9. Oversee and participate in Farm491’s online Business Innovation Course, liaising with participants and aiming to convert them into members.
10. Develop and deliver relevant business support content, including presentations, for delivery at internal events, such as in-house workshops, or external events such as trade shows.
11. Continuously develop the member offering through collating feedback from current and departing members to ensure it stays relevant and exciting – this will retain members and attract new ones.
12. Stay up to date on relevant industry news and grant opportunities to be able to convey this to members and the team.
13. Undertake such other reasonable responsibilities and tasks, commensurate with the position Grade, which may be assigned by the Head of Department and Line Manager.

Person Specification

Requirements The post holder must be able to demonstrate:	Essential or Desirable	Measured By
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		A) Application Form B) Interview
Education & Qualifications		
Educated to a good standard to include A Levels or equivalent, with qualifications in English and Maths	E	A
Undergraduate degree level or equivalent	D	A
Relevant experience in business support, business consultancy or similar	E	A
Experience		
Experience of building professional working relationships with a diverse range of stakeholders and partners, individuals and groups	E	A,B
Experience of developing strong relationships and identifying new opportunities with a variety of internal and external stakeholders	E	A,B
Experience and aptitude for working to deadlines, prioritising work accordingly and delivering positive and professional practice within teams	E	A,B
Very good IT skills, with experience of using CRM systems	E	A,B
Knowledge, Skills, and Abilities		
Effective decision making skills	E	A,B
Excellent organisation and project management skills	E	A,B
Excellent communication skills, both verbal and written as well as good interpersonal and presentation skills	E	A,B,C
Excellent organisational skills with the ability to prioritise and meet deadlines ensuring accuracy and attention to detail	E	A,B
Have an enthusiastic, flexible, adaptable approach and the ability to work as part of a team in a busy and demanding environment	E	A,B
Strong organisational and record-keeping skills	E	A,B
Able to work collaboratively with colleagues and to establish effective working relationships	E	A,B
Demonstrable understanding of confidentiality	E	A
The ability to listen to the needs of a business and understand the best support to give them	E	A,B
An understanding of the importance of innovation in the food and farming sector in order to best understand the needs of members	D	A,B
The ability to build a rapport with relevant stakeholders	E	A,B

General Responsibilities

- The University is committed to equality of opportunity. All staff are required to comply with current legislation, University policies and good practice guidance.

- All staff are required to act in a way that safeguards the health and wellbeing of children and vulnerable adults at all times. The post holder must be familiar with and adhere to appropriate safeguarding policies and guidance and participate in related mandatory/statutory training. Managers have a responsibility to ensure their team members understand their individual responsibilities with regard to safeguarding children and vulnerable adults.
- All staff are required to participate in the University appraisal process and should ensure they are familiar with the process and plan time to prepare for their appraisal. Following the appraisal, staff are expected to undertake in any necessary learning and development and work towards the objectives that have been set.
- The University expects staff to attend any training designated as mandatory and to undertake learning and development activities to support their role. Managers must facilitate learning and development within their teams.
- It is a condition of employment that staff will not disclose any information obtained in the course of their duties other than to those entitled to receive it. The post holder must ensure that the confidentiality of personal data remains secure and that restricted information or highly restricted information to which they have access remains confidential during and after their employment at Royal Agricultural University. All staff must undergo appropriate data protection training as required.
- All absence from work must be reported in accordance with the University's absence procedures and recorded on iTrent.
- The University acknowledges its responsibility to provide a safe, smoke free environment, to its employees, service users and visitors. It is the policy of the University not to allow smoking on University premises other than in specifically designated areas.

Staff Benefits

We offer a range of Staff Benefits including a 35-hour working week, a generous 30 days annual leave entitlement plus bank holidays (pro rata for part time posts), pension scheme, free and guaranteed parking on campus and free shuttle bus from campus to Cirencester town centre, discounted catering facilities, discounted onsite gym, free library services, employee assistance programme, occupational health and counselling services, cycle to work scheme and staff development opportunities.

Further details of the full range of staff benefits available can be found on our [website](#).

Application Procedure

If you are interested in applying for this role, please send:

- University [Application Form](#) together with the [Equal Opportunities Monitoring Form](#) available on the University website www.rau.ac.uk) – you may attach your up to date CV if you wish to add additional information.
- Details of two referees who must be people who can comment authoritatively on you as a person and as an employee in relation to the level of the post, and must include your current or most recent employer or their representative.

- Please forward to the HR Team, Royal Agricultural University, Cirencester, Gloucestershire, GL7 6JS or via email to jobs@rau.ac.uk stating where you saw the advert for the role
- **Closing date:** 19 February 2023 with **Interviews on:** 03 March 2023.
- Should you be selected for interview please be aware that we are unable to reimburse interview expenses.

The RAU is an equal opportunities employer and we particularly welcome applications from black and minority ethnic candidates as they are underrepresented within the RAU at this level.