

# Cirencester Growth Hub Business Navigator

## Job Description

### The Role

**Job title:** Cirencester Growth Hub Business Navigator

**Department:** Commercial Services

**Responsible to:** Cirencester Growth Hub Lead Business Navigator

**Location:** The Alliston Centre, RAU Campus, Cirencester, GL7 6JR

**Salary:** Grade 6: £27,131-32,348 per annum pro rata

**Hours:** Part time, 17.5 hours a week (0.5 FTE)

**Term:** Fixed term, initial 12 months with the view to extend for a further 12 months once funding is confirmed.

**Relationships with:** RAU Staff, Cotswold District Council, Businesses, Students, Local Community, Alumni and external commercial partners/agencies including GFirst LEP and Cirencester Chamber of Commerce.

### Role Purpose

We are looking for an exceptional individual to work at the Royal Agricultural University to deliver one-to-one business support to beneficiaries of the Cirencester Growth Hub.

The Cirencester Growth Hub has two key customers: paying businesses (members) who use the physical space for hot-desking, permanent residence or meeting rooms; and Gloucestershire-businesses who are eligible for fully funded business support through the Growth Hub Network.

Growth Hub Network business services are engaging, challenging, inspiring and seek to help businesses develop their strategic plans. We aim to provide support and exceptional customer service that is people-focused and to work with ambitious companies. The Cirencester Growth Hub offers a positive work-together culture that supports the entrepreneurial mind-set of local businesses.

New funding from Cotswold District Council under the UK Shared Prosperity Fund has allowed the Cirencester Growth Hub to expand and focus on 3 core areas of support: start-ups, digital and Net-Zero.

The ideal candidate will provide exceptional customer service and have experience of working with businesses and individuals to identify key needs and priorities against ambitions for future business growth. They will then be able to use their experience and associated analysis tools to match the identified business growth needs to a wide and varied range of resources from independent suppliers and partners.

## Key Responsibilities

- 1.** Be the first point of contact in the Cirencester Growth Hub alongside the other Business Navigators for all business support enquiries received.
- 2.** Meet and aim to exceed monthly business support targets set by the Lead Business Navigator and in line with any funding requirements from Cotswold District Council.
- 3.** Ascertain through conversations, telephone calls and meetings what the needs and challenges are of local businesses, their owners and their team.
- 4.** Follow the business through their funded journey with a follow-up report and any continued advice and support as necessary. This will also include administrative elements as part of their ongoing support.
- 5.** Decipher what constitutes a medium and/or high growth business and to maximise every business' access to funded support, based upon their needs and your guidance.
- 6.** Gain the trust in local business owners and work with them in ways that develop skills and knowledge to deliver sustainable business growth.
- 7.** Grow your network of local business owners by attending relevant events to promote the Growth Hub services – both free business support and paid-for membership.
- 8.** Develop, alongside the other Business Navigators, a calendar of business support events, workshops, 121's and networking sessions that reach out to all within the local business community.
- 9.** Develop a knowledge of local and national service providers, agencies and facilities ensuring that The Growth Hub Network services are offered in an effective manner.
- 10.** Contribute to the development of a start-up and incubation community to promote active networking, innovation, and support within the Cirencester Growth Hub for the benefit of members.
- 11.** Develop working relationships with internal and external stakeholders such as the RAU, Cotswold District Council, and Cirencester College.
- 12.** Manage and maintain relationships with Growth Hub members to ensure customer satisfaction, including direct interaction with members based at the Alliston Centre. Seek feedback on the services provided.
- 13.** Provide an exceptional environment within the Cirencester Growth Hub that is both welcoming and professional, relishing the customer-facing side to the role.
- 14.** Undertake other duties and tasks as may be requested by your line manager.

## Person Specification

<b>Requirements</b> The post holder must be able to demonstrate:	<b>Essential or Desirable</b>	<b>Measured By</b> A) Application Form B) Interview
<b>Education &amp; Qualifications</b>		
Business support work experience or relevant qualification	E	A
<b>Experience</b>		
Experience of providing business support services	E	A,B
Experience of working with start-ups	E	A,B
A passion for helping businesses to grow and find solutions to the problems they face	E	A,B
Experience of working to deadlines and meeting targets	D	B
Experience of developing and/or delivering business support workshops and events	D	B
<b>Knowledge, Skills, and Abilities</b>		
Aptitude for learning new CRM and IT processes	E	A,B
Good all-round office and customer service skills	E	A
Good interpersonal skills with the ability to build relationships	E	A
Familiarity with the suite of Microsoft Office packages	E	A

## 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](http://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](mailto:jobs@rau.ac.uk) stating where you saw the advert for the role
- Informal enquiries can be made to Sarah Carr – Head of Business Innovation and Growth: [Sarah.Carr@rau.ac.uk](mailto:Sarah.Carr@rau.ac.uk)
- **Closing date:** 7 June 2023 with **Interviews on:** 19 June 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.**