

Business Navigator

Job Description

The Role

Job title:	Business Navigator
Department:	Growth Hub
Responsible to:	Cirencester Growth Hub Manager
Location:	Cirencester Growth Hub, Cirencester
Salary:	Grade 6: 12hrs/week: £26,341 - £31,406 pa/pro-rata

Purpose

We are looking for an exceptional individual to work at the RAU to be part of the team that runs the Cirencester Growth Hub and the associated services.

The role will be extremely varied as you will be helping to ensure that the modern, open-plan space, large-scale events and business support interactions all operate effectively. Growth Hubs exist to utilise relationships, experience and forward-thinking to help businesses grow as quickly as possible. By doing so, we help to create more jobs and wealth in the county, and support economic growth as set out in the GFirst LEP Strategic Economic Plan.

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. Act as the first point of contact in the Growth Hub for all eligible business and individual support enquiries received online, by email, telephone or face to face.
2. Identify eligible SMEs in the county and ascertain business growth potential to facilitate the appropriate levels of business support delivery.
3. Provide impartial diagnostic activity to identify business and individuals' barriers to growth.
4. Manage a portfolio of clients monitoring implementation of their Intervention Action Plans.

5. Maintain contact and exchange information with clients through one-to-one meetings.
6. Facilitation of one-to-many sessions and remote communication.
7. Work with businesses in ways that develop skills and knowledge to deliver sustainable business growth.
8. Ensure that businesses and individuals understand their roles and responsibilities within the support process, and the limits and obligations around contract delivery.
9. Comply with EU Funding, ensuring that all contacts, information and interactions are recorded through relevant management systems.
10. Work with the Cirencester Growth Hub Manager to develop events, seminars, clinics and networking sessions in response to identified business and skills needs.
11. Develop knowledge of service providers locally and nationally ensuring that Growth Hub Network services are offered in an effective manner.
12. Bring together business support offers from multiple providers to deliver a seamless service to Growth Hub clients.
13. Support the promotion of non-commercial and relevant Royal Agricultural University and Growth Hub Network partner activities, particularly those that support student enterprise.
14. Maintain Growth Hub services and facilities to ensure high levels of visitor satisfaction.
15. Provide an exceptional environment within the Cirencester Growth Hub that is both welcoming and professional.

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.

Person Specification

Requirements The post holder must be able to demonstrate:	Essential or Desirable	Measured By A) Application Form B) Interview C) Presentation
Qualifications:		
First Degree and/or relevant professional qualification	Desirable	A
Knowledge, Experience and Skills:		
Successful track record of delivery in target-led environment	Essential	AB
Exceptional front-line service skills	Essential	B
Able to work well under own initiative, and to take personal responsibility for achieving deadlines	Essential	AB
Excellent presentation skills	Essential	B
Good all-round office skills	Essential	A
Familiarity with the suite of Microsoft Office packages	Essential	A
Aptitude for learning new CRM and IT processes	Essential	A
A flexible approach to working	Essential	SB
Some flexibility in hours maybe required	Essential	B

Requirements The post holder must be able to demonstrate:	Essential or Desirable	Measured By A) Application Form B) Interview C) Presentation
The ability to build relationships	Essential	B
Full valid driving licence or equivalent mobility	Essential	AB
Managing multiple projects and partnerships	Desirable	A
Experience working within a business support services environment	Desirable	AB
An understanding of challenges faced by Gloucestershire SMEs	Desirable	AB
Experience in professional creating content for social media	Desirable	AB

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
- Informal enquiries can be made to Yesim Nicholson – Growth Hub Manager Yesim.Nicholson@rau.ac.uk
- **Closing date:** Monday 2nd May 2022 with **Interviews on:** week commencing 9th May 2022.
- 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.