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| **Job Title**  | Business Relationship Manager |
| **Department** | Growth Lancashire Ltd |
| **Job Family** |  |
| 1. **PURPOSE OF THE JOB**
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| 1. As part of a team of sector or subject specialists, provide expert advice and guidance to businesses as part of the Boost Business Lancashire Growth Hub programme or similar initiatives, with a particular focus on those enterprises with the greatest growth potential, and developing long-term and productive relationships.
2. Use your expertise to advise Growth Lancashire as part of its continuous review, development and delivery of business growth support to businesses and individuals which reflects business needs over wants.
3. On behalf of Growth Lancashire, to be ambassadors for programmes such as Boost, ensuring visibility, awareness of support and client satisfaction.
4. Engage, collaborate and work with other providers of Business Support to ensure that clients’ needs are met.
5. To contribute to seeking, winning and delivering new business opportunities as part of the wider services offered/developed by Growth Lancashire.
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| 1. **MAIN AREAS OF RESPONSIBILITY**
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| 1. Engage with businesses and deliver high quality services, such as the Boost Business Support Review. Activity is to meet the requirements of the company in terms of eligibility, record keeping/documentation etc.
2. To make high-quality referrals to a range of other Business Support providers, with a focus on supporting the relationship between client and provider, leading to the successful take-up of provision.
3. Continuously develop your expertise as a subject/sector specialist which can be promoted to the business community as a way of encouraging engagement.
4. Work closely with the company’s Business Relationship Assistants to achieve productive engagement with all clients on a 6 monthly basis, ensuring that supported businesses remain on-track to deliver their Growth Action Plan. Activity to include addressing any issues with earlier referrals and exploring new referrals where appropriate.
5. To generate client engagement through your own networks, attendance at events, the use of social media etc.
6. To raise the profile of programmes such as Boost, but also the activities of Growth Lancashire, amongst partners and potential customers.
7. Use your previous experience and knowledge to contribute to the formation of new services offered by Growth Lancashire.
8. As a professional and senior member of staff, participate as required in activity which the company is commissioned to undertake on behalf of customers, including Local Authority partners.
9. To deputise for both the Leads for Business Support Services or Local Authority Services/Business Development as required.
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| 1. **KNOWLEDGE, SKILLS & ABILITIES**

 *include specific ESSENTIAL qualifications needed.* |
| 1. Qualified or working towards either: a) SFEDI Level 4 in Understanding Business and Enterprise Support and Business Skills Support; b) SFEDI Level 5 Certificate in Professional Business and Enterprise Support Services; c) IOEE accredited relevant qualification; d) A professional qualification relevant to the role or your experience. Where unable to meet this qualification requirement, the post holder will be required to demonstrate a wealth of relevant professional experience which allows them to fulfil the main areas of responsibility listed above
2. Thorough knowledge of the services available to businesses/individuals looking to start or grow a business in Lancashire, including support which is available via the public/private/third sectors – and importantly a commitment to continuously developing this knowledge.
3. Demonstrable evidence of relevant CPD, including any subject/sector specialisms.
4. Comprehensive and specialist knowledge of business growth support and its specific application in small and medium sized businesses.
5. Expert knowledge of business processes and systems, and the challenges faced by businesses with growth potential.
6. Thorough understanding and experience of dealing with senior decision makers within businesses and organisations and be able to provide credible solutions to potentially complex issues and problems
7. The ability to apply experience and knowledge to a range of business environments and organisations, not exclusively SMEs
8. The ability to collaborate with other organisations/people and become a trusted partner amongst clients.
9. Excellent communication skills, both orally and in writing, to a range of audiences coupled with a sound level of IT literacy.

 1. Abiding by and promoting the core values of the company at all times.
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"This key requirements document forms part of the contract of employment of the person appointed to this post.  It reflects the position at the present time only and may be changed at management’s discretion in the future."

"As a general term of employment, the Council may affect any necessary change in job content, or may require the post holder to undertake other duties, at any location in the Council’s service, provided that such changes are appropriate to the employee’s remuneration and status"

"As a term of your contract of employment, the Council reserves the right to vary your hours of work and require you to work outside the range of your 'typical working arrangements' specified in your Statement of Particulars.  This will also include weekend working.  The Council reserves the right at its discretion to effect this condition of your employment. Should this be necessary you will be given reasonable notice of any proposed changes.