


Job Title: Enterprise Hub Support Officer (Maternity Cover)	Location: M-Sparc, Gaerwen / Hybrid / Travel to various locations across both Gwynedd & Anglesey required	
Reports To: Enterprise Hub Manager	Responsible for: None	Salary Range: £25,704.22 - £29,988.90
Purpose of the Role: Assist the Enterprise Hub Manager with administration, communication and monitoring responsibilities.		
Responsibilities	Skills / Experience	
<p>Client Communication: Be the first point of contact for all business support enquiries via telephone and e-mail. Assess client support needs and make arrangements as appropriate for follow on support.</p> <p>Project Support: Support the project in its day to day activities, assisting to ensure that the scheme is delivered on time, to a high quality.</p> <p>Project Compliance: Work with the Manager and wider project team to administer the project, and ensure adherence to all the rules e.g. procurement, publicity, evidence collection.</p> <p>Project Monitoring: Establish and maintain a filing system to collect and record all project data requirements. Assist the Manager with monitoring the scheme's reporting duties, to include financial and performance indicators as required.</p> <p>Project Reporting: Assist and collect all required information for monthly claims to project funders. Ensure accurate minute taking.</p>	<p>Essential:</p> <ul style="list-style-type: none"> • Experience of dealing with the public, businesses and a variety of different stakeholders via a variety of different communication channels • Experience of dealing with records and administration duties • Experience of compliance within Government funded programmes • Experience of events planning and recruiting attendees • Good ICT skills in particular Microsoft Office Suite • Ability to develop, nurture and retain good working relations with stakeholders, businesses, community representatives and with government at all levels. <p>Desirable:</p> <ul style="list-style-type: none"> • A reasonable knowledge of North West Wales • Some knowledge of regional and national organisations involved in the delivery of business support services e.g. Business Wales • Some working knowledge of various groups, establishments and networks involved in social economic activity in the region. • Knowledge of event planning • Knowledge of promotional work 	
	Qualifications	

<p>Grant Facilitation: Support with facilitating business start-up / development grants, including organising assessment panels, tracking finances and communicating results with clients.</p> <p>Event Planning: Assist with organising and coordinating events, communication and publicity across both counties, including internal meetings, community engagement events, Hub member events as well as stakeholder engagement.</p> <p>Equality & Diversity: Promote equality and diversity through the business support provided in order to provide an inclusive service to all clients.</p> <p>Other Duties Undertake any other duties commensurate with the salary grade and responsibilities of the role, as reasonably directed by the line manager.</p>	<p>Essential:</p> <ul style="list-style-type: none"> • NVQ Level 3 or above. 	<p>Desirable:</p> <ul style="list-style-type: none"> • Degree / NVQ4/ SFEDI qualification • Office / ICT skills qualification
Characteristics	Other	
<p>These describe the characteristics we expect in an individual in this role.</p> <ul style="list-style-type: none"> • Team Player • Organised • Personable • Dependable • Be detailed and accurate 	A full UK Driving License and access to own car	Yes
	The ability to communicate in Welsh and English	Yes (Level 5 on the language skills guidelines)
	A willingness to travel	Yes
	A willingness to work outside normal working hours	Yes – at either M-SParc or satellite sites