



Job Title: Start-up Assessor	Location: M-SParc / Hybrid	 
Accountable to: Start-up Team Leader	Responsible for: No staff	Salary Band: £26,475 - £30,888
<p>Background to the Post:</p> <p>Business in Focus is the lead delivery partner in Enterprise Partnership Cymru (EPC), along with Menter Môn, M-SParc and an eco-system of support agencies across Wales.</p> <p>EPC has won the contract to deliver the Business Wales service on behalf of the Welsh Government, providing advice and support to entrepreneurs pan-Wales.</p> <p>The Entrepreneurship and Start-Up Service focuses on providing a wide range of advice to young people and start-up businesses through a variety of means including digital, telephone and face to face support</p>		
<p>Purpose of the post:</p> <p>Monitoring and carrying out appropriate interventions for clients depending on the needs identified via the digital Triage and initial digital diagnostic systems.</p> <p>The Start-up Assessor (SUA), where appropriate, will conduct and/or review a business diagnostic with clients to assess and evaluate client needs for early stage and pre-start business issues, along with supporting any additional barriers clients may face. Following prescribed assessment methodology, identify the most appropriate support available to meet client needs. Directing clients to digital resources, the Business Wales (BW) ecosystem and wider support organisations.</p> <p>Able to collate and evaluate information and data, the SUA will gather intelligence, to summarise the current status of the clients pre-start journey; to identify and forecast a range of KPIs potentially achievable from any BW intervention and support.</p> <p>With a challenging number of start-up clients to manage within the services portfolio, the SUA assists the advisory team and wider BW ecosystem with project managing the client</p>		
Responsibilities:	Education and Training	

- Act as the first point of contact for all start-up client enquiries received from digital platforms, mailbox or telephone. Encouraging a digital first approach and customer liaison during onboarding and ongoing interactions through digital platform.
- Undertaking or reviewing initial diagnostic to accurately determine eligibility for support along with any additional client needs, referring and processing each enquiry accordingly, e.g. signposting to digital platforms for on-line learning and resources, refer to appropriate Advisers in delivery model, etc.
- Where appropriate provide information, signpost and/or make referrals to the Eco System, specialist partner organisations and intermediaries. Document in accordance with procedures and within prescribed timescales.
- Work with Advisers to maintain client relationships, monitoring and supporting clients during the client journey at prescribed intervals. Review client's progress and ascertain if any further support is required, cross-refer to retain engagement with the service or signpost to external partners and eco-system as appropriate, and review client satisfaction.
- Work with clients to overcome barriers during onboarding, support channels and implementation of their action plan for example, in order to sustain momentum towards the agreed goals.
- Identify and agree an action plan of support and/or learning modules available to clients, to achieve entrepreneurial goals. Facilitate a handover where clients progress through support options and are referred on to an Adviser, and/or 3rd party stakeholder. Evidence in the necessary digital paperwork, in compliance with contractual requirements and operational procedures.
- Build and maintain engagement with an effective and structured network of stakeholders to generate leads on profile with engagement KPIs and for signposting and client support. Ensure network is a diverse

Desirable:

- Business related qualification, e.g. ILM Level 2 Business Support, NQF Level 3 Business Administration, or higher.

Experience and Knowledge

Essential:

- Good understanding of how small local businesses operate and the needs of SMEs in the context of the regional economy.
- Experience and knowledge of general business support available from public and private sectors.
- Good experience working in business support in either public or private sectors.
- Working in a service that is compliant to equality and diversity, delivering an all-inclusive service.

Desirable:

- Working in a support services team to undertake high volume of client enquiries and deliver an effective service to a high standard of customer service.
- Working under pressure to achieve team targets/ regional objectives.
- Working within an environment that requires accuracy, to be compliant to prescribed internal and external audited standards and procedures.

Skills and Competencies

range from public sector, e.g. Careers Wales, Jobs Growth Wales, HE/FE Institutions, as well as from the wider Ecosystem, from private and third sectors, e.g. translation services, Chwarae Teg and other Under-Represented Group (URG) organisations, e.g. ACF, The Cae & C4W.

- Encourage clients to engage in local community-based and online networking groups/events to encourage a peer-to-peer support network that achieves regular and meaningful participation.
- Identify and encourage clients with the potential to be BW ambassadors or to participate in the BW Mentoring programme as a Mentor.
- Undertake the accurate management of client data ensuring all activity is recorded on prescribed digital systems and intervention outcomes are evidenced and documented compliantly.
- Maintain effective local/regional engagement with clients, colleagues and stakeholders to promote the service, securing an effective referral network.
- Maintain good knowledge and understanding of public and private sector support and services available for SMEs for the region.
- Proactively identify clients with successful outcomes for marketing and PR case studies to promote the BW service.
- Undertake duties to a high standard of customer service in a professional and timely manner.
- Support the Start-up Team Leader by identifying and making recommendations for continuous improvement, e.g. procedures, systems of work. Proactively share intelligence information with management to develop engagement, reach and service provision.
- Undertake any other duties as reasonably required by the Management Team of Business Wales.

Equality & Diversity:

- Promote the equality and diversity through the business support provided to Business Wales’ clients;

Essential:

- Effective in determining priorities, planning time, organising workload to establish measurable results, objectives and milestones for self.
- Communication - verbal: Adapts style and detail to audience. Ability to interact effectively with people; persuading and influencing people at all levels; explains/presents information concisely and logically.
- Communication - written: Adapts style and detail to audience. Presents information accurately, succinctly, and logically.
- Customer Service – Works and collaborates with others effectively, is able to identify needs and deliver workable solutions, manages expectations, modifies individual approach to different situations.
- Learning/Improving – proactively seeks information, learns from mistakes and promotes constructive feedback
- Effective working productively under pressure, adapts and accepts changing circumstances
- Acts with high integrity, defends equal opportunities and leads by example to uphold organisational ethics and values
- Experienced in using digital platforms with strong IT skills, e.g. Microsoft Office/365.

Other

Essential:

- Ability to communicate confidently / fluently in Welsh and English

- Maintain an up-to-date awareness, training and CPD of equality & diversity issues and how to professionally deliver an inclusive service to all clients.
- Deliver and develop an inclusive service in line with Menter Môn's values and Welsh Government contractual requirements.

The above is a broad definition of the job responsibilities. It does not consider every aspect of the job which the jobholder may be required to perform. Flexibility is essential since the jobholder's working hours will be determined by the requirements of the business.

- Valid UK driving license and use of appropriately insured vehicle, with valid MOT(where appropriate), to travel in region on a regular basis to fulfil duties, e.g. attending events, meetings. (Evidence required)
 - Satisfactory Disclosure Barring Service (DBS) check.
- (NB: Offers of employment are conditional on a satisfactory DBS check undertaken upon acceptance of employment.)