HEREFORDSHIRE & WORCESTERSHIRE

CHAMBER OF COMMERCE

**JOB DESCRIPTION**

**ROLE:** Business Engagement Manager

**POST HOLDER: Vacant**

**REPORTING TO:** Growth Hub Manager

**SALARY:**

**WORKING HOURS:**

**LOCATION:** Worcester

**MAIN PURPOSE:** To work with ERDF eligible Worcestershire based businesses. To support those businesses to grow and thrive through a high level dedicated account management and referral service.

**THIS ROLE IS FUNDED BY ERDF, WORKING 100% ON THE PROJECT**

**KEY DUTIES/RESPONSIBILITIES**

1. To identify ERDF eligible Worcestershire based businesses and through detailed research to engage with senior contacts at those businesses deemed to be scale up businesses, providing high level account management services and access to support.
2. To engage and signpost businesses on either sector specific issues or general business issues. To collate and record information on company activities, plans, issues and referred solutions.
3. To maintain key stakeholder relationships with local, regional and national stakeholders including, DIT, Worcestershire Local Economic Partnership (WLEP), Local Authorities, Universities, BEIS Local, , ERDF Funded Business Support Programmes and various other intermediary organisations.
4. To ensure ERDF processes are followed for all engagements, accurately recording all activity on the companies CRM system.
5. To develop and implement a strategy to commercialise an element of the current delivery service to ensure the long term viability of the service.
6. To continually monitor and review the target market and to identify new scale up businesses for future engagement.

**GENERIC TASKS**

1. To work closely with other team members to ensure that all Business Plan, Performance and Financial targets are achieved.
2. To keep updated with all new literature and information and maintain a thorough knowledge of new procedures
3. To work closely with other team members and complement and support the organisation’s delivery and development.
4. Any other duties as directed by the Growth Hub Manager.
5. To ensure that any management information is entered onto the Chamber’s databases (CRM and Exchequer) on a regular continual basis.
6. To work closely with the Quality Manager and your team to ensure team-wide compliance to ISO9001. To facilitate improvements to the quality management system and to co-ordinate an annual review of quality documentation which specifically relates to your department.
7. To adhere to and actively promote the organisations equal opportunities policy.
8. At all times to work within the organisations Health and Safety policy and to ensure as far is reasonable that safe working practices are established, maintained and followed

**PERSON SPECIFICATION**

1. Educated to degree level or equivalent.
2. Strong commercial skills.
3. An in-depth understanding of standard business functions including, sales & marketing, international trade, finance, PR, human resources and strategic business planning.
4. An understanding of the vast range of issues facing businesses, including local, regional and national policy.
5. Excellent communication, interpersonal skills and presentation skills with the ability to engage with and communicate effectively with Senior business leaders.
6. Understanding of other key partners and business support organisations and programmes available to businesses including government/public sector and European funding.
7. Results driven with an ability to work under pressure and to tight deadlines.
8. Excellent relationship management and customer satisfaction skills.
9. Ability to manage a range of different tasks with proven time management skills and flexibility with regards to working hours.
10. Able to work effectively as part of a team, including the ability to influence others.
11. Proficient in the use of Microsoft Office systems.

**MOBILITY**

1. Ideally, a car owner with full UK driving license