

Job Description

Cyngor Bwrdeisdref Sirol

Blaenau Gwent

County Borough Council



Environment & Regeneration Directorate

Post Title **Business Development Officer**

Post Number **BG 10227**
(Covering **Grade** **8**
BG09784)

Base **Business**
Resource **Hours of Work** **37**
Centre

Car User **Casual** **Disclosure** **None**
Allowance

Contact **Team Leader –**
Employment & **Updated** **July 2014**
Enterprise

Principal Job Purpose

Responsible to: Team Leader – Employment & Enterprise

Responsible for: Developing and delivering a full range of support to potential start-up and new businesses, in partnership with key agencies and stakeholder organisations.

Providing line management to the staff based at the VITCC.

Principal Accountabilities

1. Delivery of the Councils portfolio of financial and non-financial support to Social Enterprises, start-up and new businesses in Blaenau Gwent, to include the appraisal of business plans and associated cash flow/accounting information and budget management, e.g. Kick Start, Kick Start Plus and South East Wales Community Enterprise Development Programme (SEWCED).
2. Provide line management to the staff based at the VITCC, continuously seeking to identify opportunities to generate additional income and operational improvements.

3. Manage a caseload of business start-up enquiries, undertaking an initial needs assessment and responding accordingly via the provision of direct support or referral(s) to a relevant partner organisation, working closely with the Enterprise Facilitator.
4. Support the Team Leader and Welsh Government in managing an enquiry caseload specific to the Enterprise Zone, to include inward investment projects and collate up to date information about the supply and demand of employment skills in Blaenau Gwent.
5. Act as case officer for new businesses, providing ongoing proactive support in the early stages of development to enhance sustainability and growth potential; carry out monitoring visits in relation to support awarded.
6. Work closely with the Business Development Officer – Business Support to identify suitable premises for new business projects and explore opportunities to develop local business relationships and supply chain activity.
7. Establish and co-ordinate relationships with local agencies operating in Blaenau Gwent, maintaining and further developing comprehensive information relating to available support for individuals seeking to start a business, new businesses and social enterprises.
8. Monitor the budgets and outputs associated with the various financial support schemes, ensuring value for money in their delivery and implementing claw back action where necessary.
9. Work closely with the BG Effect Project team to establish a business forum for social enterprises, start up and new businesses, monitoring business benefits and reporting information relating to gaps in provision and local need.
10. Support the Team Leader – Employment and Enterprise in the development of initiatives to enhance employment skills in Blaenau Gwent.
11. Develop the use of social media and web-based information promoting positive messages relating to Blaenau Gwent being a good place to start and grow a business.
12. Represent Blaenau Gwent at various working groups and meetings e.g. SEWCED Operational Group, Young Enterprise, EU Task and Finish Groups, as required.
13. Plan, arrange and attend events relevant to business enterprise and evaluate the impact of activity.
14. Monitor and report performance information relating to the provision of enterprise support and progress against the Corporate Improvement Plan and the Council's obligations within the Single Integrated Plan.

Person Specification – Supervisor

1. Qualifications & experience

Qualifications/relevant experience	Assessment Method				
	Essential / Desirable	Application Form	Interview	Other (please specify)	Probationary Period
Good standard of education, 5 GCSE's A-C including english and maths	Essential	✓			
Business related qualification	Essential	✓			
NVQ IV Business Counselling or equivalent	Desirable	✓			
Experience of supervising staff	Desirable	✓	✓		
Project Management introductory qualification	Desirable	✓			
Other experience					
Experience of appraising business plans, cash flows and audited accounts to make informed decisions	Essential	✓	✓		
Experience of working with the public, businesses and third sector organisations.	Essential	✓	✓		
Budget monitoring	Desirable	✓	✓		
Building and developing professional networks	Essential	✓			
Knowledge/Skills					
Knowledge of business support initiatives	Essential	✓	✓		
Knowledge of the Enterprise Zone initiative	Essential	✓	✓		

2. Special Requirements

	Essential	Desirable
Knowledge of the requirements in delivering grants schemes	Essential	
Full driving license	Essential	

3. Personal Competencies

All competencies are regarded as essential, although it is recognised that some may be achieved over a period of time. All employees are expected to continually develop their competencies in line with the appropriate framework. In addition to those assessed as part of the recruitment process, competencies will be assessed during the probationary period and afterwards through the Authority's performance coaching scheme.

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Managing the Team	Sets an example to the team by own approach and attitude				✓
	Gets the best out of people by developing the skills, experience, and ambition of self and team				✓

	Ensures equality & diversity issues are integral to service delivery				✓
	Recognises when it is necessary to take a firm but appropriate line		✓		✓
	Supports & encourages good work-life balance in the team				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Delivering a Continually Improving Service	Ensures the team understand how they contribute to achieving operational objectives		✓		✓
	Is focused on continually improving performance of self and team and gives regular, constructive feedback on team/individual performance		✓		✓
	Challenges poor performance appropriately		✓		✓
	Is positive about improving the service and identifies potential benefits for the citizen	✓	✓		✓
	Consults team and others, inside and outside the organisation, for improvement ideas		✓		✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Communicating	Uses appropriate and precise methods of communication	✓	✓		✓
	Communicates positively and respectfully		✓		✓
	Checks others' understanding				✓

	Clearly explains and justifies decisions made elsewhere				✓
	Encourages team members to think about and suggest improvements				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Making Informed Decisions	Considers implications of proposed decisions				✓
	Ensures decisions link to continually improving performance				✓
	Uses problem solving as a method of improving the service				✓
	Seeks clarification or challenges appropriately				✓
	Explains decisions appropriately				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Working Together	Understands the benefits of working together				✓
	Promotes and contributes to partnerships to continually improve services for the citizen				✓
	Networks effectively internally and externally				✓

Topic	Competencies	Assessment Method			
		App. Form	Interview	Other e.g. presentation, discussion group, simulation, etc (please specify)	Probationary Period/ Performance Coaching
Putting the Citizen First	Recognises the importance of the citizen's input to improving the service				✓
	Ensures team is focused on serving the citizen as the first priority				✓
	Seeks feedback from the citizen on the quality and appropriateness of service delivery				✓
	Is positive about the organisation and the community it serves				✓