Job title: Business Support Assistant

Grade: 5

Our Vision

A county where big ambitions, great connections and greener living give everyone the opportunity to prosper, be healthy and happy

Our Outcomes

Everyone in Staffordshire will:

* Have access to more good jobs and share the benefit of economic growth
* Be healthier and more independent for longer
* Feel safer, happier, and more supported in their community

Our Values

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish, and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

* Ambitious – We are ambitious for our communities and citizens
* Courageous – We recognise our challenges and are prepared to make   
  courageous decisions
* Empowering – We empower and support our people by giving them   
  the opportunity to do their jobs well.

About the Service

The Business and Enterprise Service of Staffordshire County Council sets the strategy and direction and creates the conditions for growth in Staffordshire’s £18 billion diverse economy.

The Business and Enterprise team oversees a broad range of services along with other parts of the County Council’s Economy, Infrastructure and Skills Directorate including:

* The operation of our Enterprise Centres to enable our businesses and the wider economy to thrive.
* Funding advice and wider support to encourage new business start-ups, innovation, and opportunities for a more sustainable economy.
* Setting the direction and vision of our visitor economy on behalf of the Staffordshire Destination Management Partnership
* Planning Policy and Regulation work to shape the direction of future growth in Staffordshire and the management and safe operation of our minerals and waste resources.
* Physical Regeneration Projects revitalising Staffordshire’s communities and creating the conditions for growth for Staffordshire’s businesses and investment support activities to encourage new investors and facilitate local businesses to grow.
* A County Farms service offering tenant farm opportunities for new entrants to the farming sector or for those looking to expand their current businesses.

This post will be placed within the Funding, Business & Enterprise team and will be responsible for the management of specific programme and projects, plus providing funding advice to those within the County Council and partners with the intent to manage programmes of business support. They will work with other Programme Officers and provide support to the Programme and Funding Manager.

Reporting Relationships

Responsible to: Environmental Business Officer

Responsible for: None

Key Accountabilities:

1. To be based within the Business Support Team responsible for front-line liaison with external contacts and development of positive working relationships with representatives of businesses, including:

* Small businesses partaking in activities led by the Business Support Team including Staffordshire Business & Environment Network (sben) and the wider Business Support team.

2. To support the Business Support Team and sben with:

* First point of contact at sben events including registration prior to and at events, and compilation and dissemination of feedback from events.
* Maintenance of sben membership details, including new memberships and resignations, within the sben network, and production of bi-monthly membership reports.
* Maintenance of finance for the Business Support Team and sben, including raising  
  purchase orders and invoices
* Issuing of sben annual membership renewals for existing members (in batches on a quarterly basis) and collecting income to the Business Support Team and sben services (from membership, event fees, and sponsorship).
* Collation of data for reports, including statistics indicating progress towards SCC priority  
  outcomes or outputs.

3. To assist in the delivery of the sben programme to include

* To support in the organising of sben programmes and events
* Provide first point of contact for sben and respond promptly to all enquiries
* Assist with the development of a framework for monitoring physical and financial performance of projects, ensuring a robust audit trail.
* Assist in the collation of statistical information for the evaluation of associated projects / partner activity in accordance with agreed outputs / targets.
* Issuing of grant offer letters.
* Assist in the organisation and attendance of promotional events

**Professional Accountabilities:**

The post holder is required to contribute to the achievement of the Council objectives through:

**Financial Management**

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

**People Management**

Engaging with People Management policies and processes

**Equalities**

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

**Climate Change**

Delivering energy conservation practices in line with the Council’s climate change strategy.

**Health and Safety**

Ensuring a work environment that protects people’s health and safety and that promotes welfare, and which is in accordance with the Council’s Health & Safety policy.

**Safeguarding**

Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

**Person Specification**  A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

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| **Minimum Criteria for Disability Confident**  **Scheme \*** | **Criteria** | **Measured by** |
| **employer_small** | **Qualifications/Professional membership**   * NVQ 2 in Business Admin or equivalent relevant experience * An IT qualification or equivalent relevant experience * Good standards of literacy and numeracy (demonstrated by GCSE passes in Math’s and English or equivalent) | A  A  A |
| **employer_small**  **employer_small**  **employer_small** | **Knowledge and Experience**   * Ability to appreciate major issues which small businesses face to sustain or grow their business * Ability to demonstrate a commitment to customer care * Experience of working in partnership to secure the delivery of outcomes * Experience in using a computer-based information system for financial recording and processing * Competent in SAP * Experience in using Microsoft office or equivalent software package. * Experience of office procedures, systems, and equipment * Experience in working as part of a team | A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I |
| **employer_small** | **Skills**   * Competent in using figures and financial analysing techniques * Ability to liaise and impart financial information to a variety of people with different levels of understanding. * Flexible working required to perform duties which may include early morning or evening starts.   The jobholder must have a full current driving licence and demonstrate a willingness to travel across Staffordshire and neighbouring locations.  This post is designated as a casual car user | A/I  A/I  A/I |

**employer_small** If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job center plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, Braille, another language, on cassette or disc, please ask us by contacting **Recruitment Admin Team on 01785 278300**

**Shared Services on 01905 947446**