



European Union

European
Social Fund



Job title	ENTERPRISE DEVELOPMENT COACH
Salary band	£21,000-£24,000
Hours	37hrs per week
Location	Perry Common, Birmingham
Accountable to	Enterprise & Business Co-ordinator
Post term	Fixed term until October 2023

Working relationships

Internal	External
Board members	Local residents and service users
Senior managers	Jobcentre Plus
Co-workers, staff, volunteers	Voluntary and Community Organisations
	Service providers
	Strategic and delivery partners
	Funders and commissioners
	Professional advisers and services

JOB PURPOSE

World of Work, Wellbeing and Enterprise Development (WOW²ED) is an exciting programme to support individuals to develop their skills and knowledge, so they are prepared to start their own business or explore self-employment options; complete training and development opportunities; and improve their wellbeing.

With a **proactive work-first approach**, you will support unemployed and inactive people in their personal development in order to develop skills to enter self-employment or to start their own business. Results focussed, you will use a mix of holistic support, challenge, and mentoring techniques to support individuals through their entire journey, keeping a focus on achieving sustainable employment or self-employment at all times.

1. JOB DESCRIPTION

Key tasks and responsibilities
<ul style="list-style-type: none"> • Provide support to individuals seeking support on their journey to enterprise start-up or self-employment which will include soft skills development [confidence building, managing your finances, communication skills] as well as business start-up support. • Organise a range of services and activities which support residents in their journey, e.g. business visits and workshops, as well as development activities which help residents build skills needed to succeed. • Offer high quality advice and guidance to unemployed people wishing to start their own business. • Developing and managing an active caseload of clients and building on the skills, experience, and talents of residents.

- Motivating residents and keeping them engaged by tailoring activities, addressing barriers, and offering a range of services which meet their needs.
- Achieving agreed individual and team targets in relation to engagement, delivery, outcomes, and progression; and reporting these to a range of stakeholders.
- Sharing learning and good practice to support continuous improvement.
- Maintain a record of all activity undertaken as part of the project, and support the collation and submission of project monitoring information to the programme lead – i-SE.
- At all times demonstrate the values of the Association, and behaviours and competencies associated with the role.
- Support wider Association work and participation in community activities/events.
- Carry out any other tasks which may be reasonably regarded as falling within the work requirements of the role.

2. PERSON SPECIFICATION

Method of Assessment: -

- Application Form (A)
- Interview (I)
- Test (T)

Experience

Essential	Desirable
<p>Significant experience of successfully supporting individuals with development, enterprise or employability programmes which help them to build core skills needed to enter self-employment or employment (A/I)</p> <p>Organising productive activities which help individuals into self-employment or employment, e.g., workshops, taster days, jobs fairs or volunteering experiences (A/I)</p> <p>Undertaking outreach, recruiting, and retaining clients onto employability, development or enterprise programmes until a successful outcome is achieved (A/I)</p> <p>Experience in supporting on a one-to-one basis as well as delivering group sessions (A/I)</p> <p>Managing active caseloads, delivering results, and reporting on achievement of targets to internal and external stakeholders (I)</p>	

Skills and Qualifications

Essential	Desirable
<p>An appropriate business or enterprise development qualification or equivalent experience (A)</p> <p>Positive, enthusiastic approach to problem solving with a “can do” attitude (I)</p>	<p>Mentoring and Coaching qualification (A)</p>

<p>Demonstrable ability to appropriately apply mentoring and coaching techniques within a result focussed approach in a 1-2-1 and group settings (I)</p> <p>Compassionate, empathetic with the ability to develop relationships and put people at ease (I)</p> <p>Team-working skills; able to work in a flexible, collaborative, and supportive manner (I)</p> <p>Excellent organisation, time management and planning skills (I)</p> <p>Presenting complex information in a simple way to a wide range of audiences (I/T)</p> <p>Good IT skills, including word processing, spreadsheets, email, web research and presentations (A/T)</p>	
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Knowledge

Essential	Desirable
<p>Good knowledge and experience of addressing the wider barriers that prevent residents from entering self-employment or the world of work (A)</p> <p>A sound knowledge of agencies and resources that support people into self-employment or to start their own business (A)</p>	

Other requirements: A DBS check (formerly CRB) will be required for this post

Witton Lodge Community Association operates a Quality Management System (QMS) that has gained ISO 9001:2015 certification and staff are expected to develop and continually improve systems, processes and enhance customer satisfaction by our Quality Policy.

- Ensuring that customers' needs, and expectation are determined and fulfilled
- Setting Quality Objectives for your work area
- Reviewing, monitoring, and measuring the effectiveness of QMS

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