



Job title	ENTERPRISE & BUSINESS CO-ORDINATOR
Salary band	£26,000-£28,000
Hours	37hrs per week
Location	Perry Common, Birmingham
Accountable to	Flourishing Community Services Manager
Post term	Fixed term until October 2023

Working relationships

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

JOB PURPOSE

World of Work, Wellbeing and Enterprise Development (WOW²ED) is an exciting programme in partnership with i-SE to support individuals to develop their skills and knowledge to start their own business or explore self-employment options; complete training and development; and improve wellbeing, helping unemployed residents enter sustainable employment.

As Enterprise & Business Co-ordinator, you will provide and coordinate specialist information, support, coaching, advice, and guidance to help individuals looking to start their own business, through to supporting established businesses to grow, scale up, change, or diversify their business models.

1. JOB DESCRIPTION

<p>Key tasks and responsibilities</p> <ul style="list-style-type: none"> • Lead and co-ordinate specific elements of the WOW²ED project delivery in partnership with i-SE, including developing the programme activities. • Ensure project outputs, milestones and outcomes as specified in the project plan are achieved. • Provide support to individuals seeking support on their journey to enterprise and social enterprise start-up which will include soft skills [confidence building, managing your finances, communication skills] as well as business start-up advice for unemployed people. • Day-to-day management of project team members, to ensure the effective implementation of projects and services, working effectively with internal colleagues and external stakeholders as required. • Offer high quality business advice and guidance to unemployed people wishing to start their own business.
--



- Design and deliver workshops that provide high quality training for the participants on the project in line with the project outcomes.
- Identify the enterprise and business support needs of local people accessing the project. Undertake diagnostic needs assessments with businesses, including analysing the needs of the business and working with the client to put a business action plan in place.
- Key areas include:
 - offering mentoring and coaching to help residents start or improve a business
 - providing support on the business planning process
 - providing information on finance, funding, and grants
 - introducing businesses to networks and associates
 - supplying specialist support to specific business sectors
 - designing and delivering training workshops to provide business support to a wide audience
- Build positive relationships with clients, partners, associates, and networks
- Research and develop a business support training programme to meet the varying needs of unemployed people exploring enterprise as an employment option.
- Organise and deliver business networking events and business education seminars and workshops.
- Develop your own professional network who can provide a broad range of business and enterprise support services to your clients.
- Attend meetings with networks and associates to ensure you keep up to date with national, regional, and local business support initiatives to ensure your clients benefit.
- Monitor and evaluate the impact of activities delivered as part of the project and report these to the Project Manager each month in accordance with funder requirements.
- Maintain a record of all activity undertaken as part of the project, and lead on the collation and submission of project monitoring information to the programme lead – i-SE.
- 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.
- Changing responsibilities over time as the Association evolves to undertake new areas of work and expand its range of services. As these changes occur, it may result in the substitution of one function for another, additions of new areas of responsibility or changes to the way functions are carried out.

2. PERSON SPECIFICATION

Method of Assessment: -

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

Experience

Essential	Desirable
Significant experience of providing business/enterprise advice and/or supporting individuals to enter self-employment or establish social enterprises (A/I)	Personal experience of starting and running a business (A/I)
Experience of producing business plans or supporting individuals to produce viable business propositions including setting budgets (A)	Line management experience (A)



<p>Experience of securing funds, marshalling resources or services from enterprise support agencies to support individuals to access funds, advice, and support (A)</p> <p>Organising productive activities which help individuals into self-employment or employment, e.g., jobs fairs, workshops, taster days and volunteering experiences to move clients into work (A,I)</p> <p>Experience of sourcing vacancies/opportunities and matching these to clients; helping them to complete applications, secure interviews and move into work (A)</p> <p>Undertaking outreach, recruiting, and retaining clients onto employability 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 employability sessions (A/I)</p> <p>Experience building productive relationships and partnerships with businesses, employers, and partner agencies (A/I)</p> <p>Managing active caseloads, delivering results, and reporting on achievement of targets to internal and external stakeholders (I)</p> <p>A sound knowledge of agencies that support people into employment or offer services that address barriers preventing people from entering the labour market (I)</p>	
---	--

Skills and Qualifications

Essential	Desirable
<p>An appropriate business or enterprise development qualification or equivalent experience (A)</p> <p>Driven, enthusiastic approach to problem solving with a “can do” attitude and creativity to contribute new and innovative ideas (I)</p> <p>A self-starter, with the ability to listen and interpret clients' needs and requests, conduct assessments, analyse data, and produce clearly defined action plans with clients (A/I)</p> <p>Outcome focused with the ability to motivate colleagues and clients to set and achieve their goals (I).</p> <p>A high level of interpersonal skills, including teamwork and the ability to build effective relationships with clients and deliver excellent customer service (I)</p>	<p>Level 4 Information, Advice and Guidance qualification (A)</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 to meet deadlines (I)</p> <p>Excellent written communication skills for producing plans, reports, evaluations, and funding applications (A)</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>	
---	--

Knowledge

Essential	Desirable
<p>A good understanding of business functions such as sales and marketing, finance, operations, leadership, and management (A)</p> <p>Knowledge of the existing and emerging business support landscape (A)</p> <p>Good knowledge and experience of addressing the wider barriers that prevent residents from entering the world of work (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

This post is funded by the European Social Fund.