

ROLE PROFILE

Job family	Organisational Support	Role profile number	OS11-2750	Grade K
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Job purpose: Provide specialist professional advice and solutions to enable the most appropriate solutions for a complex work area within and across service areas.

The most common grade for professional level posts across the organisation. Grade K posts are higher in 'Creativity & Innovation' and 'Decisions', with a requirement for problem solving higher than grade J posts. These posts are required to give recommendation and implementation of solutions which have a direct impact on relevant stakeholders. These posts require not only a relevant professional qualification but also practical experience of applying the skills obtained through study, in the workplace.

Factor	Relevant Job Information
Supervision and/or Management of People	No full management of a team but will be required to monitor the quality and quantity of the work of others. Will provide advice, guidance and support to colleagues to ensure whole team achievements are met.
Indicative qualifications	Degree in relevant profession, or equivalent experience/skills. Licence / certificate / qualification required for the role. ITQ 2 or equivalent ICT skills and abilities, demonstrating significant experience in related IT systems.
Knowledge and Skills	Relevant professional experience post qualification in a similar work environment. Expert knowledge of relevant policy, systems, work practices, professional guidelines, legislation in the area of specialism. Excellent ICT skills including use of Microsoft applications and specialist systems. Proven ability to provide advice and make recommendations based on specialist knowledge of specific area. Highlight and resolve potential risks. Knowledge and experience of contributing to the development of policies, procedures and practices. Familiar with wider sector / external influences. Detailed operational knowledge of systems in terms of functionality, capability and availability. Excellent interpersonal, persuasion, influencing and negotiating skills. Excellent planning and organisational skills, with proven ability to prioritise and co-ordinate workloads, monitor and evaluate work, to ensure deadlines are achieved. Proven ability to interpret and analyse statistical and numerical data, drawing conclusions from the data to make informed decisions. Proven ability to cope with conflicting and changing demands through good time management and the ability to work under pressure. Experience of co-ordinating projects with service / organisation impact. Proven ability to produce business focussed, user friendly reports, policy and project documents where appropriate.
Creativity and Innovation	Apply professional knowledge and experience to interpret and recommend policy, resolve complex issues, proactively anticipate problems and deliver solutions which enhance the quality and efficiency of services. Responsible for meeting performance standards within a policy framework and regulatory guidelines. Considerable scope to exercise initiative in taking action - within the boundary of well-defined policies. Contribute to long term strategies. Apply specialist/professional expertise and use judgement to make decisions where solutions are not obvious to meet customer requirements. Will be required to plan over a longer period (a year or more) and contribute to long term strategies. Lead initiatives to design and deliver improvements and transformation. Manage projects, or contribute to larger organisation wide programmes.
Contacts and Relationships	Provide advice and guidance on complex issues which could be contentious and challenging in nature.

	<p>Ability to build relationships and engage successfully with colleagues /partners /customers / contractors and suppliers.</p> <p>Negotiation showing tact and diplomacy to deal with conflicting requirements or opinions and the ability to make decisions on the most appropriate action to reach an acceptable conclusion.</p> <p>Contacts will include: Senior managers, leadership team, councillors, external bodies and partners.</p> <p>Liaise with and/or advise senior members of staff regarding service issues, problems and processes.</p> <p>Be a representative on behalf of the service area / council internally and / or externally.</p>
Decisions – Discretion & Consequences	<p>Using general guidelines and utilising a wide range of relevant information, make decisions which impact on the whole organisation. Advice is not normally available.</p> <p>Assess the options and take appropriate action, where only general guidelines exist.</p> <p>Decisions to ensure outcomes are achieved which serve the best needs of the customer and as a consequence can result in improved services.</p> <p>The consequences of the decisions will have a significant effect across the organisation.</p> <p>Deliver complex work programmes within or across specialist areas to meet established operational targets.</p> <p>Research, manage and evaluate complex information / data / feedback. Identify and interpret organisational issues, trends and problems which may have a broad impact.</p> <p>Identify additional requirements or shortfalls and recommend innovative, robust solutions.</p> <p>Monitor and report on service standards as required.</p>
Resources	Little or no responsibility for physical or financial resources.
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities.
Work Environment	Office based, but may involve some travelling to other council buildings.
Our Identity	<p>Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire.</p> <p>All of us are expected to demonstrate the seven elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working.</p>
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager.
Equalities	Wiltshire Council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

Role description:	Business Navigator	
Role profile family:	Organisational Support	
Role profile number and grade:	OS11-2750	Grade K
Number of posts:	1	
Service/Team:	Economy and Regeneration	
Reports to:	Growth Hub Manager	

Job Family overview

Organisational support job family overview:

Delivery of services to support the council and its partners in longer term, corporate compliance, contracting, planning, performance, policy and strategy.

- Focus on the business and service infrastructure of the council and its partners to ensure effective management and proper compliance
- Advice and services rendered will generally be accepted as authoritative and recommended practice
- Specialist area and/or management knowledge
- Understanding area concepts and plans
- Defining implications of external influences and trends
- Shaping of council responses including service plans/strategies & policies
- Definition & management of strategic planning processes
- Monitoring and reporting of performance

Service / function Context

The Swindon and Wiltshire Business & Growth Unit services forms part of the Economy and Regeneration directorate, which in turn falls under the wider Corporate Directorate of Place.

Place Directorate:

Place services help communities to be stronger and more resilient. By taking an integrated place-based approach our services work together as "One Council" and with external partners to develop the economy, ensuring we protect and enhance the environment and meet our carbon neutral commitment by 2030.

We plan for the future in terms of housing, employment space and associated infrastructure and ensure that development is high quality, meeting the needs of our communities now and in the future.

Place services support Wiltshire's communities to live healthy and active lives through the provision of leisure, culture and arts services, and the promotion of sustainable and active travel. All staff within Place services work as an integral part of the Place function providing professional input and guidance to the Place Leadership Team, Place Performance and Outcomes Board, Cabinet, Full Council and select committees when required.

Economy and Regeneration Directorate

The Economy and Regeneration directorate is central to the delivery of the Council's Business Plan. Our goal is to ensure that Wiltshire's economy is competitive, sustainable and resilient with high levels of inward investment, a broad employment base, and a suitable proportion of high value and skilled jobs

Swindon and Wiltshire Business & Growth Unit:

The Business Growth Unit will contribute to the delivery of corporate priorities of Swindon Borough Council and Wiltshire Council through the delivery of its core funded programmes and will be complemented by wider engagement with stakeholders and partners. The feedback it receives through business engagement groups, and the Economic Advisory Board will feed into business support delivery mechanisms to respond to businesses' needs and priorities and to plan for the future, helping to build a better and thriving local economy.

The Growth Hub service provides free guidance, support and signposting for local people who want to start or grow a business. The Business Navigators provide information, advice and guidance to local firms across Swindon and Wiltshire to support them in achieving their ambitions. This includes working with both start-ups and established firms planning to scale up.

The Business & Growth Units Growth Hub programme will work to maximise new business networks and extend the Growth Hub's reach and provision of services locally. Maintaining its role as a high quality and trusted advisor supporting the local business community, collating business intelligence for local and national government use, and supporting skills and careers programmes such as the Skills Bootcamps and the Careers Hub programmes.

Job Purpose

The post holder will be part of the team delivering the Growth Hub programme. The primary function of the role will be to lead on the management and delivery of the Navigator service. The Business Navigators will deliver a proactive information, advice and guidance service to support local businesses across Swindon and Wiltshire to achieve their ambitions. The postholder will also be required to support wider business support project activities.

Main duties:

- Provide specialist advice and support to the business community across management, policy, strategy, import/export matters, and stakeholder engagement relevant to the prevention agenda, ensuring that actions are undertaken as required.

- The success of the Growth Hub programme relies on its ability to effectively communicate key business support offers to a wide and diverse audience to drive economic growth. This role is responsible for the creation, design and production of tailored communications across media to both internal and external audiences.
- Engaging with existing and prospective business clients directly through a combination of communication methods. Ensuring referral partners have good sight and knowledge of the Growth Hub.
- Increase awareness of sustainable business practices, promoting environmentally friendly and efficient methods of good practice and recommending how businesses can reduce their environmental impact.
- Use professional expertise to ensure problem solving of business management issues, proactively anticipate problems and deliver solutions which enhance the quality and efficiency of services and the reputation of the council.
- Active account management of a caseload of businesses to ensure they are receiving the appropriate and right levels of support in order to achieve their aspirations and goals.
- Following up business referrals in a timely fashion as agreed with Growth Hub Manager and in line with any customer service promise/charter.
- When referring businesses to partnership organisations, maintain an oversight of 'onboarding', ensuring contact happens in a timely way between the organisation and referral and remain key point of contact to effectively monitor their journey.
- Recording all business interactions immediately on a CRM system to ensure a real-time data picture is accurately reflected.
- Using a consultative approach, develop appropriate lines of questioning to establish what services and support businesses could benefit from, followed by making recommendations based on the information you have been provided with.
- Employ confidence and expertise at negotiation and advocacy, displaying tact and diplomacy to deal with complex situations.
- Ability to rapidly process information and respond to complex requests for information which may be sensitive or contentious.
- Planning, delivering and attending events to promote the Growth Hub and improve business engagement and participation in the programme, with a focus on topics that address challenges that Swindon & Wiltshire businesses face.
- To initiate, support and maintain networks to gather information and intelligence where appropriate to inform key reports.
- Provide monthly updates to the senior management team on issues relating to business needs and business intelligence, ensuring that actions are undertaken as required.
- Maximising the use of technology to support the delivery process. Actively using social media and creating website and webinar content to increase reach and connectivity to the business community and partners.
- Building relationships with internal and external (current and prospective) stakeholders to ensure they have knowledge and understanding of the Growth Hub offer.
- Contributing to the ongoing development of Growth Hub processes and services through ad hoc projects aimed at improving quality and effectiveness.
- Attending regular SWLEP and Growth Hub team meetings and making contributions towards the ongoing shaping and enhancement of the Growth Hub service in addition to gaining insight to wider SWLEP work.
- Working with regional Further and Higher Education Institutions to build knowledge of what the local and regional upskilling offer looks like.
- Championing apprenticeships as the future of work-based learning as part of continued efforts to stimulate growth in this area.

Achieving this requires working across the domains of Economy and Regeneration.

Specific requirements for this post:

- Some hours may be required to be worked evenings or weekends

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- Education to degree level or equivalent demonstrable relevant experience/skills.
- Experience of offering advice to businesses.
- Expert knowledge of relevant policy, systems, work practices, professional guidelines, legislation when advising businesses, examples include but are not limited to director responsibilities, financial reporting and intellectual property.
- An understanding of the challenges facing local businesses.
- Excellent IT skills, including intermediate level MS Office (especially Excel, PowerPoint, Word, and Outlook) and CRM systems.
- Proven experience in developing and maintaining strong relationships with key stakeholders, including managers, staff, and external contracts.
- Effective verbal and written communication skills including report writing and presentations, with the ability to communicate effectively with internal and external clients and staff.
- Ability to work independently, manage and prioritise own workload and cope with competing demands.
- Ability to problem solve whilst working in an unpredictable environment, often under pressure and to tight timescales.
- Proven ability to analyse and interpret data and information in order to make informed decisions and relay information accurately.
- Ability to analyse and interpret information in an effective manner to recommend an appropriate course of action to address the issue(s).
- An understanding of and commitment to equality of opportunity and good working relationships, both in terms of day-to-day working practices, and in relation to management systems.
- Excellent case management skills, with ability to take a proactive approach and prioritise workload effectively.
- Ability to design and deliver impactful presentations, either face to face or via webinar.
- Ability to write business-related articles/resources for our website to convey information and advice in an interesting, engaging, and informative way.
- Proactive, self-motivated approach with excellent problem-solving skills, including ability to use questions to fully understand issues before working collaboratively to identify solutions.
- Good numeracy skills and ability to support management of financial records.
- Ability to carry out research and information collation using the internet/web-based systems.

- Commitment to own personal and professional development, including learning new skills for the role.
- Commitment to providing good customer service with a drive for continuous improvement.
- Able to deal with work of a confidential nature.

Desirable

- Relevant vocational qualification such as NVQ in Information, Advice and Guidance (or equivalent).
- Hands-on experience in running a business, whether own venture or in a management role in a commercial organisation.
- Knowledge and experience of IT development process and functionality, especially website and CRM development.
- Good understanding of Local Economic Partnerships, local government, central government or similar quasi-government bodies.
- Experience of updating websites and using social media for business purposes.
- Experience of delivering public-funded contracts.
- Knowledge of data protection requirements (including GDPR).
- Knowledge of imports and exports.
- Understanding of EU transition issues facing local businesses.
- Understanding of green issues, including how businesses can reduce their carbon footprint and adopt environmentally friendly practices.

Career graded posts

This post does not form part of a career grade.

Supporting information

Driving classification

Occasional driver

A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.

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Regular Driver

Must hold a valid UK driving licence (with no more than 6 penalty points) and have access to either their own car or a pool car in order to undertake the duties of the role unless other forms of transport are available and viable to perform the role, including public transport. Or a reasonable adjustment has been agreed.

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Required Driver

Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.

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Employees should refer to the Corporate Driving at Work policy for further information.

Driving trigger points

The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.

Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
Points on driving licence	6	9

Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3

Job applicants who drive must have 9 or less points on their driving licence and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.

If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.

Political restriction

This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party	<input type="checkbox"/>
This role is not politically restricted	<input checked="" type="checkbox"/>

Professional fees and related occupational costs

As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input checked="" type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)

This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	<input type="checkbox"/>

This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check	<input type="checkbox"/>
The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input checked="" type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3* (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input checked="" type="checkbox"/>

Safeguarding	
For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>
For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.	<input type="checkbox"/>
For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or	<input checked="" type="checkbox"/>

vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	
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