



European Union
European Regional
Development Fund

Organisation: **NBV Enterprise Solutions Ltd**

Job Title: Business Adviser / Coach – Incubation Extension
This position is wholly or partially funded through European Regional Development Funds

Responsible to: Incubation Extension Programme Manager
Regional Director

Job Purpose:

To actively stimulate the market for Incubation Extension self-employment, start-up and small business support by engaging either on a 1:1 basis and with groups of beneficiaries, intermediaries, partners and other ERDF support organisations located out within the LEP area.

To proactively liaise and build relationships with a network of intermediaries and target specific groups of beneficiaries within the LEP area in order to forge productive relationships between such groups and NBV's Incubation Extension project and other services including partner interventions.

To build rapport, create productive relationships and carry out individual needs analysis, to actively guide beneficiaries towards, or offer the appropriate Incubation Extension self-employment guidance and / or business sustainability support, often on an outreach basis.

To provide dynamic and high level information, business coaching and business advice and support to enable beneficiaries on the Incubation Extension Project to move through the business planning phase, become self-employment ready and start a successful business.

Main Tasks:

- Build the Incubation Extension Project service credibility by creating and maintaining strong links with individual clients, community groups, intermediaries, local authorities and other relevant support organisations.
- Provide an information and skills development service to individual beneficiaries and make recommendations relevant to their needs when introducing or developing ERDF business support and business planning activities.
- Ensure that every Incubation Extension beneficiary has the required skills base to start and launch a successful business, or
- Ensure that if business is not the right pathway that the client is fully supported as they transition into other related interventions.
- Build market awareness for the Incubation Extension project and actively develop the client base by maintaining a presence at appropriate marketing and networking events and by initiating first contact with beneficiaries.
- To be responsible for the maintenance and provision of Incubation Extension ERDF client records pertaining to the Project or services, CRM systems and filing systems.
- Keep up-to-date and be aware of ERDF business support developments and new business opportunities, including self-help guides and all relevant services and programmes.

- Continually assess and develop Incubation Extension ERDF business support services relevant to the delivery of contracts, the needs of the clients, the changing market place and developments in the economy.
- Undertake any additional activities associated with Incubation Extension role which may be required from time to time.
- Maintain appropriate standards of working and ensure compliance with company policies and practices at all times for self and team.

Job Requirements:

Experience:

- Considerable experience of working with diverse groups
- Considerable experience of working in an advisory capacity within the Business Start-Up and sector and considerable experience of business coaching and mentoring.
- A strong commitment to people, excellent customer service and to able to relate effectively to internal and external customers
- Knowledge and understanding of the ERDF business development process and an understanding of the legalities and regulations affecting establishing a business.
- Experience of communicating (and presenting) effectively at all levels to individuals and groups in language that can easily be understood.
- Should have experience of working on own initiative as well as being part of a team and be able to demonstrate excellent problem solving and decision making skills

Skills and Competencies:

- An ability to analyse objectively client's problems.
- To be able to demonstrate excellent communication skills and build rapport.
- To be able to demonstrate excellent advisory and business coaching skills
- An ability to meet demanding targets
- To be able to demonstrate excellent ICT and database management skills
- Able to work on own initiative, requiring little direction or support from internal or external sources.
- A well-developed sense of service to both the community and individuals.
- To be flexible and adaptable.
- An ability to understand and anticipate customer needs and to minimise potential problems and resolve customer concerns.
- Geographical and ERDF based knowledge for the LEP area.
- Knowledge and understanding of the wider business support environment.
- A commitment to delivering a high quality service and to be committed to the aims and objectives of NBV Enterprise Solutions Ltd.

Contacts:

External

With individual Incubation Extension clients and owner managers
 With Incubation Extension management teams in companies.
 With partner organisations and agencies

Access to Confidential Information:

All information relating to client records.

Access to confidential client Information:

Access to confidential information on local businesses.

All confidential information stored on databases within NBV.

Copyright training packages.