



JOB DESCRIPTION

JOB TITLE: Senior Business Adviser
PLACE OF WORK: NCBC, 2 Duncairn Gardens, Belfast. BT15 2GG
RESPONSIBLE FOR: Business Adviser

Context of the Job

North City Business Centre supports business start-ups and works to increase the job creation potential of new and existing micro and small businesses through the provision of information, advice, training, mentoring, seminars and access to grants. This is a new post which has been created to manage and deliver a range of business start-up services to new and existing micro and small businesses including social enterprises in North Belfast and the wider Belfast area as appropriate.

Key People Management Responsibilities

Assess and manage the performance of business adviser staff including regular supervision and appraisal.

Contribute to the selection of staff as a recruitment and selection panel member.

Identify and address the learning needs of individual staff and ensure that NCBC's training and development policies are effectively implemented.

Implement NCBC's Performance, Grievance and Disciplinary procedures and policies.

Key Programme Delivery Responsibilities

Deliver business start-up and business development support services to clients interested in starting/developing a business.

Develop feasibility studies and prepare marketing and business plans, including financial projections for new and existing businesses and social enterprises.

Ensure that programme documentation is maintained and completed to a requisite standard required by the relevant funders and uploaded to respective management information system where relevant in a timely manner.

Co-ordinate and liaise with NCBC's external team of associate business advisers.

Act as an ambassador for North City Business Centre in all dealings with clients and programme participants at all times.

Key Programme Management Responsibilities

Account manage, monitor and track client progress through different elements of support offered. Serve clients and record activity in a timely manner, in accordance with customer service objectives as agreed with customer and within relevant external and internal quality standards.

Ensure that risks to programme delivery are identified and managed and there is probity throughout all aspects of programme management.

Key Business Development Responsibilities

Recruit and/or assist with the recruitment of clients on to programmes and initiatives being delivered by North City Business Centre.

Market and promote the services of North City Business Centre through the various programmes across North Belfast and Greater Belfast as appropriate to the local community and stakeholders.

Assist in the development of new programmes and initiatives to increase enterprise awareness and business start-up levels in North Belfast.

Assist in the organisation and delivery of training and workshop events and conferences (including on-line events) where appropriate. Development and delivery of sector and cohort specific enterprise and entrepreneurial initiatives. e.g. digital, food, creative industries, ethnic minorities and migrant entrepreneurship, female entrepreneurship, youth entrepreneurship.

Establish a drop-in business advice hub in North Belfast and engage with pre-start, start-up, micro and small businesses in the area and provide them with information, advice and guidance appropriate to their needs and business stage.

Build, develop and maintain a professional network of local stakeholders, including funders, businesses, community organisations and social enterprises.

Key Partnerships Responsibilities

Develop and maintain credible and ethical working relationships with funders at the highest levels to ensure effective contract management from a resource perspective, ensuring effective communication with the Chief Executive and the Executive Leadership Team.

Identify and investigate potential partnerships for the delivery of services.

Key Organisational Responsibilities

Ensure that systems and procedures are best suited to meet client/stakeholder/organisational needs.

Ensure all Health and Safety responsibilities and procedures are adhered to and all risks minimised in line with the organisation's Health and Safety Policies

Ensure requirements of GDPR are met by the organisation.

Continue to develop and improve own performance through attendance at relevant training courses and undertake professional development and accreditations as appropriate to the role and as required.

Represent and promote the aims, values and principles of NCBC, with particular emphasis on equal opportunities and attend and participate at conferences and seminars as required.

Such other duties as the Chief Executive on behalf of NCBC may from time to time determine and such other duties which are consistent with the grade of the post.

Summary of Key Benefits/Terms and Conditions of Employment

Contract	Permanent.
Hours	Full-time, 37.5 hours per week. An element of hybrid working can be considered.
Salary	£32K - £37K (depending on experience and reviewed in April each year).
Annual Leave	25 days plus 12 statutory days per annum.
Probation Period	The post will be subject to satisfactory completion of a six-month probationary period.
Staff Development	Employer commitment to staff personal and professional development.
Pension Scheme	The successful candidate may join the Company Contributory Pension Scheme where NCBC contributes up to 5% of salary.
Medical Care	Option to take out private medical care.
Death In Service	Employer Death in Service scheme in operation.