BUSINESS WEST

**Job Description**

JOB TITLE: Business Skills Adviser – Low Carbon and Construction

REPORTS TO: Head of Skills / Project Manager

SALARY: £33,000 to £36,000 pa depending on experience

(fixed term contract to March 2018)

LOCATION: Various locations/hot desks around West of England LEP region

& Leigh Court, Bristol

**Background**

The ‘Skills West’ Programme is a new impartial business skills advice, referral and support service operated by Business West funded by the European Social Fund and Skills Funding Agency.

This new exciting programme aims to help support a more dynamic skills and training system that is responsive to businesses in the West of England.

The programme will provide impartial skills support to businesses, particularly SMEs, strengthening connections and dialogue between training providers and businesses in the West of England. It will also act as a central point for the collation, analysis and dissemination of economic sector intelligence for the West of England Business Sectors.

**The Role**

The Business Skills Adviser will provide impartial skills support, advice and referral services to employers across the four local authorities in the West of England. Assisting businesses navigate an often complicated skills landscape, helping them develop their skills and recruitment strategies and encouraging businesses to engage in skills and training. The aim of the role is to strengthen connections and dialogue between employers and skills providers in the West of England to help support a more robust, relevant and responsive training and education provision base.

The role will also act as a conduit for the collation, analysis and dissemination of economic sector intelligence for the West of England Business Sectors and have strong oversight of sector developments, particularly skills related on both a local, national and international level.

The Business Skills Adviser will be responsible for up to two West of England LEP defined sectors and also have a local authority area based focus. Responsible for leading on skills related partnership and stakeholder work with their relevant contacts in LEP sector groups, local authorities, FE Colleges and Higher Education, independent training provision, local sector networks and national sector skills councils and bodies.

The role is business focused with clear targets to attain and processes to follow as set by the programme and will involve innovative approaches and collaboration to training and skills. There will be some unsociable hours required particularly around sector events and other related skills activity.

The role will be mobile with hot-desking and partnership work expected with key stakeholders; transport is essential with a minimum of 1 day a week based at Business West offices in Leigh Court.

**Key Responsibilities**

* 1. To provide impartial business skills support, advice and referral services to businesses, particularly SMEs, across the four local authorities in the West of England; with a sector focus.
  2. Stimulate employers engagement in the skills agenda and encourage /support them to offer employability related opportunities.
  3. To deliver a range of activities to promote employer engagement and stimulate demand for the skills service and activity offered by the ‘Skills West’ programme.
  4. Provide sector intelligence to universities, colleges, training providers and other partners concerning the skills support needs and challenges of local businesses operating within the sectors as specified.
  5. To support businesses to deliver staff training, offer employment related opportunities, participate in apprenticeships and support existing staff not ready for Apprenticeships.
  6. Support Strategic economic development priorities which focus on the Enterprise Zone, Enterprise Areas and other strategically important developments.
  7. Work with Business West teams, Western Training Provider Network, West of England LEP, Local Authorities and LEP sector groups to raise awareness of the ‘Skills West partnership and the services available.
  8. Ensure quality employer engagement to ensure a responsive skill system; and help shape and broker provision with training providers to deliver against the skills needs identified.
  9. To contribute to the delivery of the programme targets by March 2018.

**Principal Accountabilities**

* 1. ***Business West***

The role will report to the Head of Skills who will be responsible for day-today management.

Supports the wider agenda with the Head of Skills and Training Skills Manager in key areas of the programme including:

* + - * The development and operation of the Skills West Service
      * The establishment of a joined up and holistic skills service which is valued by business
      * The delivery of quality impartial skills advice and referral

Ensuring effective collaboration at referral, design development and particularly delivery of training between the WTPN, other training providers and the wider stakeholders

Formulation of detailed team and individual objectives, policies and work plans with the Head of Skills and other members of the skills team.

Develop a thorough understanding of the work of other Business West services and act as a point of contact / referral for businesses wanting to access those other services.

Collaborate with other departments and projects to ensure benefits of cross-functional working are achieved.

To set and maintain standards of service delivery and professionalism, in accordance with Company and contractual requirements, policies and customer expectations.

Work in compliance with the Codes of Conduct, Regulations and policies of Business West.

To model and promote good equalities practice and value diversity across the programme.

Ensure that output and quality of work is of a high standard and complies with programme standards/requirements

* 1. ***Departmental***

1. Participate in the formulation of individual objectives, project referral process and engagement plan with the Business Skills Adviser Team and other members of the Business West skills team.
2. To support and attend events, meetings and business/education related events as necessary. Representing the programme at networking events and exhibitions.
3. Contribute actively to all team meetings & have updates ready to share with team members
4. Ensure all project spreadsheets, project plans, CRM system, monitoring and evaluation forms are up to date.
5. To prepare and submit delivery updates and reports including figures and forecasts.
6. Ensure the maintenance of the client files so they comply with both internal and external quality procedures and checks/audits.
7. Provide regular skills related content to social media, website and other platforms as appropriate
8. Ensure effective and accessible communication with staff, partners, stakeholders, the general public and others, as appropriate.
9. Ensure that health and safety issues are identified and addressed, fulfilling the duty on employees under the Health & Safety at Work Act 1974.
   1. ***Functional***
      1. Develop a thorough understanding of the work of the Business West Skills team and the multiple objectives and act as a point of contact, for businesses accessing the Skills West (ESF / SFA) Programme.
      2. Develop knowledge of the WoE LEP sectors within the West of England and Local Authorities therein. Working closely with all of the team and Business skills advisers to share knowledge.
      3. Develop and maintain relationship with business, relevant training providers and business networks across your sectors/areas and work to increase individual relationships between businesses, partners and networks.
      4. Promote the skills service to business, developing an understanding of the sectors preferred mode of contact and engagement methods

**Dimensions**

* 1. Budgetary Responsibilities £TBA
  2. Line Management Responsibilities 0
  3. Regular Contacts:
* Business owners and leaders of business organisations
* Economic Development managers and other managers in West of England Unitary Authorities,
* Managers in Further Education, Higher Education, Independent Training Providers, Third Sector, adult training providers
* National Careers Service, other skills related programmes in the sub-region
  1. Members of the LEP Business Sector Groups
* Advanced Engineering, Aerospace and Defence
* Construction and Development
* Professional Legal& Financial Services
* Creative and Digital
* Distribution
* Health & Life Sciences
* High Tech
* Low Carbon industries
* Visitor Economy
* Rural Economy
* Retail
* Social Enterprise
  1. Business member networks, industry bodies and sector skills councils.

**Person Specification – Business Skills Adviser**

| **SPECIFICATION** | **ESSENTIAL** | **DESIRABLE** |
| --- | --- | --- |
| **QUALIFICATIONS** | Qualified to degree or equivalent in relevant subject |  |
| **KNOWLEDGE** | Understanding of the national and local skills policy context and practices of two or more of the following organisations/sectors:   * Further Education * Higher Education * Business organisations, CBI,FSB, IoD, Business West * Skills Funding Agency * Job Centre Plus * National Apprenticeship Service * Third Sector * Local Authorities   Understanding of the local skills issues and challenges for SMEs in the West of England.  Understanding the needs and challenges (particularly skills) of at least 1 of the West of England LEP Business sector groups. | Understanding of European Funding  Rules and processes.  Understanding of Government and other support for SMEs/the private sector  Understanding the political landscape in the West of England including the challenges of a combine mayoral authority. |
| **EXPERIENCE** | Successful experience in an employer facing role which includes providing a service.  Successful experience in providing and initiating action on employment and skills, particularly with an employer focus.  Experience in creating regular status reports and evaluation documents.  Experience in collating and producing research papers and reports.  Strong communication skills and experience of working with a range of partners and stakeholders with wide ranging needs.  Strong computer literacy for MS Office, Excel, Websites, CRM systems and other project related tools.  Experience of customer relationship management systems and data management. | Business Skills engagement or related activity.  Writing for social media platforms and creating web content.  Experience in the delivery and co-ordination of European Funded Programmes (ESIF/ERDF)  Experience in creating or co-designing training courses.  Experience of working with or liaising with HE/FE or independent training providers.  Experience in customer / client facing role. |
| **SKILLS – personal** | Passionate about skills and making a significant contribution to the West of England skills landscape.  Effective written and oral communications necessary to engage partners in delivery and win the confidence of partners, employers and individuals.  Ability to communicate with a wide range of individuals with different needs.  Excellent team working skills.  Tenacious and resilient approach to achieving tasks and actions  Innovative and creative approach to problem solving  Empathetic and inclusive | Ability to anticipate customer requirements and devise innovative solutions. |
| **SKILLS – technical** | Ability to identify and action projects to deliver improved skills provision for businesses.  Ability to quickly assess a clients needs and deliver against their needs efficiently.  Ability to develop projects designed to embed effective joint working across partner organisations to tackle employment and skills. | Sales consultative skill set or front facing experience would be a distinct advantage. |
| **ATTRIBUTES** | A self-starter, resilient, possessing drive and enthusiasm  Tenacious and highly motivated |  |

**Notes**: Due to location, full consideration must be given for normal commuting from home to work.

Use of own transport necessary for the duties of the role – reimbursed at Business West mileage rates.

Laptop and mobile phone provided.

The post-holder is expected to work outside normal office hours and travel within the sub-region.

Unsociable hours on occasions

New role: 30th November 2016

Opportunities Statement:

GWE Business West Ltd is an Equal Opportunities employer and seeks to ensure that all applicants are treated in a fair and non-discriminatory manner. Standardised recruitment processes are followed and all applicants are considered against pre-determined criteria relevant to the requirements of the post. Consistent with our Equal Opportunities Policy, the Company does not discriminate on any grounds including, but not limited to, race, ethnic origin, colour, sexual orientation, gender, marital status, disability, class, age, political belief, religion or belief.