|  |
| --- |
| Service and job specific context statement |
| **Directorate:** | Business and Environmental Services |
| **Service:** | Local Enterprise Partnership |
| **Post title:** | Relationship Manager |
| **Grade:** | L |
| **Responsible to:** | Growth Hub Manager |
| **Staff managed:** | None |
| **Date of issue:** | March 2018  |
| **Job family:** | **C&A - Customer & Administration**  |

|  |
| --- |
| Job context |
| This post is within the York, North Yorkshire and East Riding Local Enterprise Partnership (LEP). The LEP is tasked with supporting economic growth across York, North Yorkshire and East Riding. Within the LEP, this post sits directly within the Growth Hub team, which provides a range of services to make it simple for growing businesses to find suitable support to help them grow.The Business Relationship Managers will operate out of the Growth Hub and will have a relationship management function for high growth businesses focused on the Scarborough, Ryedale, Richmondshire and Hambleton regions. Relationship Management responsibilities include developing long-term relationships with a portfolio of assigned customers, diagnosing the barriers to growth faced by customers, helping customers to develop plans for addressing their growth and connecting with key stakeholders. Relationship Managers will work with businesses to understand the barriers standing in the way of growth, help them to formulate strategies to overcome those challenges, and liaise between customers and externally provided business support services to ensure the timely and successful delivery of business support services according to customer needs. They will also be expected to check-in with businesses on an ongoing basis to monitor the impact of business support interventions and to formulate reports back to Government.Relationship Managers will: promote the range of private and publicly funded business support services available to growth businesses in York, North Yorkshire and East Riding, increase the take-up of business support services; monitor the impact of business support; develop networks of high growth businesses; work with the growth hub and business support providers to improve service provision by utilising feedback from customers, evaluate and develop business opportunities contribute to a range of business development projects and activities. Relationship Managers will travel extensively across the county to identify and build relationships with businesses. |

|  |
| --- |
| Structure |

|  |
| --- |
| Job Description |
|  |  |

|  |  |
| --- | --- |
| Job purpose | To develop, organise and execute the business support strategy of the Local Enterprise Partnership’s Growth Hub, supporting growth, development and job creation within high growth businesses in the York, North Yorkshire and East Riding region. To maximise engagement with high growth businesses and monitor the impact of business support services over the short, medium and long term. To have a proactive approach to identifying, evaluating and progressing viable opportunities for engaging with high growth businesses. |
| Operational management | * Diagnoses the barriers to growth within a business and works with the business to develop a growth strategy that can take advantage of publicly and privately funded business support services.
* Effectively maintains and retains existing customers by building long-term relationships.
* Builds customer base by meeting with potential clients and working with them to identify the barriers to growth and potential solutions.
* Responds to all enquiries within the specified timeframe
* Participates in continued education to learn about new business support services and improved relationship management techniques
* Tracks personal relationship management statistics in line with targets and key performance indicators and communicates these to the Growth Hub Manager as part of regular reviews
* Completes proactive customer “good will” calls to maintain a continuous analysis of the performance of designated accounts and new opportunities against the agreed plans and recommends action to be taken in the case of deviation from plan to ensure that Key Performance Indicators, Personal/Business Objectives and agreed recommendations are all delivered within deadlines.
* Operates in line with Local Enterprise Partnership strategic goals, values and objectives within the Local Enterprise Partnership’s governance structure.
* Takes responsibility for remaining fully informed of the technical and eligibility details of business support products and services by all available means including accessing service materials, online resources and training as may be deemed necessary by the Local Enterprise Partnership.
 |
| Communications | * To report to the Growth Hub Manager on a continuous basis.
* To communicate with allocated businesses and other customers regarding business support services; changes to service provision; staff changes and any other relevant information.
* To liaise with the teams of externally provided business support services to ensure that referrals, queries and comments are escalated.
* To provide detailed visit reports to ensure seamless continuity of care and service levels between the Growth Hub, External Business Support Services and any other parties.
* To keep Growth Hub and Local Enterprise Partnership colleagues informed of any relevant activities with customers which may impact on their service delivery or related responsibilities.
* To maintain a close personal monitor of all designated accounts so as to be satisfied that the agreed objectives and SLA agreements are being fully implemented.
 |
| Partnership / corporate working | * To have a proactive approach to identifying opportunities for the development of new business support services, working in partnership with publicly and privately funded business support providers.
* To undertake projects as allocated to them by the Growth Hub Manager
 |
| Resource management | * To ensure that any business support services are presented as agreed and to devise personalised support for accounts to enhance the effectiveness of the Growth Hub’s service provision.
* To supply appropriate documentation and support (both in person and via online media) including appropriate technical details and other necessary documents, materials, brochures, photographs, etc. for presentation and despatch to customers as approved and appropriate.
 |

|  |
| --- |
| Person Specification |
| Essential upon appointment | **Desirable on appointment** |
| Knowledge* In depth knowledge of the challenges facing growing small and medium enterprises and how to address them.
* An understanding of the need for excellent customer service
 | * Knowledge of the Local Enterprise Partnership and the Growth Hub
* Knowledge of the wider market of public and private sector business support services
 |
| Experience* Experience of working in customer service setting
* Excellent communication and influencing skills
* Experience of analysing and interpreting management information
* Experience of working within a small or medium enterprise.
* Experience of developing Business Growth plans
* Experience of performing business diagnostics
* Significant sector(s)/business experience in the private sector, including at a senior management or Director level
* Proven track record in managing the range of business issues associated with periods of business growth
* Proven track record in working effectively in a professional team/s
* Professional experience and approach to managing and delivering business assessment, advice and development
 | * Experience of account management
* Experience of sales and/or marketing
* Experience of coaching or mentoring
 |
| Occupational Skills* Excellent influencing and negotiating skills
* Excellent written and spoken communication skills
* Excellent interpersonal skills.
* ICT skills and experience in the use of Microsoft Office packages and Internet Explorer
* Effective team working
* Effective time management skills
* Capable of developing and maintaining positive relationships with clients and internal colleagues.
* Be able to develop market knowledge and remain up-to-date with business trends
* Experience of delivering support to SMEs
* Managing business issues associated with the SMEs.
* Experience of working as, or with, Senior Managers within a company or companies.
* Sales and Account management skills
* Presentation skills both written and oral
* Excellent communication and networking skills
* Excellent planning, organizational, administrative and project management skills
* Well-developed IT skills, including an understanding of computerised management information systems, spreadsheets, diary management, e-mail and CRM databases.
 | * Financial and budget management skills
 |
| Qualifications* Evidence of on-going commitment to CPD
* Sales based or business management qualification
* At least degree level business education, or degree level qualification with a Management body or the relevant business experience to match those
 | * Business support qualification e.g. SFEDI
 |
| Other Requirements* Ability to travel across the County
* Ability to attend meetings outside of normal business hours
 |  |
| Behaviours  | [Link](http://www.northyorks.gov.uk/article/23524/What-you-should-know-before-applying-for-a-job) |

NB – Assessment criteria for recruitment will be notified separately.
Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.