

Business Support Specialist

Overview

Small businesses make up over 98% of the UK economy and are a critical driver of national productivity, wealth and job creation. RTC North Ltd delivers services, paid for by Government or by industry directly, to support this important area of the economy, and is currently growing its pool of business support specialists.

The postholder will be required to work with a portfolio of small businesses to help them improve by developing a growth strategy, innovating and/or accessing new markets.

The role involves working with the senior team of the client, and by working through a structured business diagnostic, developing, and delivering an action plan to help their business grow. The impact of support activities will be measured to demonstrate the benefits of the services provided to the business.

Depending on the activity identified, the Specialist will be expected to self-deliver elements of the plan appropriate to their core skills or sector knowledge and operating as part of 'One Team' broker in colleagues to support in other areas.

To supplement the RTC delivery team, specialist or technical support may also be identified externally and the Specialist will be expected to broker in this activity and account manage this support.

At all times the client is at the heart of any service and a real focus of any intervention is delivering added value to support clients meet their financial, growth and internal objectives.

The Role

The postholder will identify and support small and medium sized enterprises (SMEs) to improve their business innovation and/or growth capacity. Working with each company, the Specialist will thoroughly analyse existing capabilities and barriers, then broker and/or deliver an action plan that significantly improves the client's systems and practices, leading to increased business success through development of a growth strategy, e.g. through skills development, innovation or access to new markets. The support provided will be delivered through a combination of direct 1:1 support, 1:many workshop and events.

Responsibilities include

- Identifying suitable businesses to work with appropriate to own skills, knowledge and expertise
- Setting up and maintaining clients on the CRM
- Understanding the client's needs through completion of an in-depth diagnostic
- Working with the client to determine an appropriate action plan which supports their aspirations for business growth and/or innovation
- Delivering tailored, expert support, working collaboratively with internal and external experts, as required
- Identifying suitable funding and supporting clients in accessing it
- Sign-posting to other support upon completion of the action plan
- Monitoring and reporting performance against targets and impact to the clients
- Business development through networking and stakeholder engagement

The Person

We are looking to recruit people with a diverse range of skills, expertise and experience. We do not expect all applicants to be the “finished article”, as we can offer some positions which provide development opportunities for the right person.

Required:

Degree qualified or equivalent experience AND:

Knowledge and experience gained in at least two of the following areas:

- Business Coaching and Mentoring
- Innovation Management
- Supply Chain Excellence
- Access to Finance
- Internationalisation
- Business Operations Improvement
- Cyber Security
- Digital Enablement Approaches
- Net Zero and Sustainability

- Social Value
- Business Strategy
- Intellectual Property Management
- Leadership and Management
- New Product Development and Commercialisation

To apply email your CV and covering letter which includes your current salary and benefits package to Mica.MacInnes@rtcnorth.co.uk