



Job Description

Post title: SME Business Consultant & Facilitator	Post No: 551286
Organisation Unit: Nottingham Business School	Date compiled: Sept 2020
Grade: I	Hours per week: Worker contract
If fixed term, state duration:	
Other requirements of the role: N/A	
Immediate line manager: Professor – Sustainable Business Growth	
Title & Grade of posts line managed by postholder: N/A	
<p>Job purpose: To facilitate small group activities and provide one-to-one guidance and support to senior leaders participating in our suite of projects for Small and Medium sized Enterprises (SMEs)</p> <p>Projects currently include:</p> <ol style="list-style-type: none"> 1. The department of Culture, Media and Sport funded Create Growth Nottingham and Nottinghamshire Project (CGN2) which supports the growth of Creative and Digital Industry (CDI) SMEs, by delivering business support for acceleration, growth and finance through access to inspirational innovation and growth workshops, both online and face-to-face. 2. The UK Government funded Help to Grow Management course, which supports SMEs to become productive, resilient and grow through delivery of an online and face to face Management and Leadership Programme. 3. Enterprising Ashfield, funded through the Government’s Town Fund initiative to deliver a comprehensive Start-up to Scale-up business support programme across the Kirkby-in-Ashfield and Sutton-in-Ashfield Towns Fund area, specifically co-designed to address needs and be appealing and accessible to growing SMEs in the Ashfield area. <p>All projects are delivered in collaboration with internal and external partners, stakeholders, experts and coaches.</p> <p>Expertise could be required in one or more of the following fields:</p> <ul style="list-style-type: none"> – Financial management, cashflow and KPIs – Financial readiness and funding for SMEs and other organisations – Strategic marketing and communications – Systems, processes and productivity – High growth and business acceleration – Innovation and commercialisation – Management, leadership and employee engagement – Business strategy, planning and sustainable business model innovation – Sustainable consumption, production, processes, systems and sustainability reporting <p>Principal duties and responsibilities:</p>	

- 1) Facilitate the delivery of planned programmes to support small groups/ cohorts of SMEs and ensure full participation, individual benefit and peer learning.
- 2) Design and deliver workshops to SMEs based on the post holder's area of expertise, to improve the productivity and growth capabilities of the SMEs.
- 3) Where appropriate, design, implement and deliver high level and in-depth diagnostics to SMEs, reviewing their existing strategies, business models, management, processes, practices, systems, and commercialisation opportunities within the post-holder's area of expertise.
- 4) Where appropriate, identify and ensure Non Disclosure Agreements (NDAs) are in place in order to be able to work with the SMEs.
- 5) Mentor SME owners and leaders to navigate the available support to address individual business needs, including but not limited to:
 - a. Work with the SME's senior management team to review their current strategies and practices, design new approaches that are tailored to their business needs.
 - b. Review organisational factors such as headcount, skills, processes and technology that have an impact on business proposition, commercialisation and ability to innovate and grow.
 - c. Develop and the support the implementation of suitable policies and processes for the business to enhance capability and performance.
 - d. Develop and support the implementation of new KPI targets and benchmarking appropriate to achieving the businesses goals.
 - e. Assess sustainability and risk management and support for business improvement.
 - f. Identify SME resources and advise on access to further needs or finance.
- 6) Where required, develop recommendations for SMEs that can be used during and after the programme in the post-holder's area of expertise.
- 7) Build new and strengthen existing relationships between NTU and other regionally based SMEs, identifying further opportunities for collaborative work, including accessing further funding or support opportunities from external organisations such as Innovate UK.
- 8) When applicable, support SMEs to engage with student or academic-led projects that could enhance SME growth or performance.
- 9) Support the project team to collate a robust audit trail of evidence of support to businesses.
- 10) Contribute to the evaluation of the effectiveness of the measures delivered above to demonstrate the impact of NTU interventions on SME performance and growth, and more widely contribute to the concept of the University's 'What Works' function.

N.B. The postholder may be required to undertake any other duties which may reasonably be required as within the nature of the duties and responsibilities of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the Job Description in specific terms.

Personal Attributes

Attributes	Essential	Desirable
Knowledge	<p>Robust knowledge of area of expertise both theoretical and in practice.</p> <p>Deep understanding of the needs of businesses, in particular SMEs, in respect of the importance and impact of the subject area on business.</p> <p>Positive awareness of diversity and inclusion in business leadership, employment and engagement.</p>	<p>Broad knowledge of contemporary business thinking</p> <p>Knowledge of the wider SME support landscape and potential stakeholders</p> <p>A good understanding of strategy, leadership and funding in SMEs.</p>
Skills	<p>Demonstrable ability to identify challenges and opportunities for improvement within a business setting, especially within the area of expertise.</p> <p>Ability to create, prepare, facilitate and deliver workshops and small group action learning.</p> <p>Demonstrable and significant evidence of successfully applying interpersonal skills, the ability to listen, communicate and influence senior management through workshops/ mentoring/ coaching/ consulting.</p>	<p>A high level of personal presentation, verbal and written communication skills including report writing</p>
Experience	<p>Prior facilitation/ teaching/ training/ mentoring experience in the subject area</p> <p>Direct experience of working with SMEs in a role aligned with the area of expertise.</p> <p>Direct experience of working in a business in a role aligned with the area of expertise.</p>	<p>Experience of diagnosing business needs and delivering in-depth support to businesses in the subject area resulting in positive outcomes to the business.</p>
Qualifications	<p>First Degree or Professional Training/Qualifications in the subject area and related topics</p> <p>Or appropriate and significant applied business or professional experience</p>	<p>Higher Level Degree or professional qualification</p>

Competencies	
Essential Competencies	Desirable Competencies
<p><u>Entrepreneurial and Commercial Focus (3)</u> Spots and progresses business and opportunities for collaborative working externally and internally.</p> <p><u>Customer Focus (3)</u> Provides quality service that is regularly reviewed,. Anticipates customer needs. Actively seeks feedback on services form customers and makes appropriate changes to service and to underpinning policy/strategy</p> <p><u>Team Working (2)</u> Contributes to team development, seeking and testing improvements to the team’s outputs/service</p> <p><u>Communicating and Influencing (3)</u> Communicates effectively with a wide range of diverse internal and external stakeholders, influencing and negotiating change. Networks internally to keep ahead of developments.</p>	<p><u>Making informed decisions (3)</u> Uses a wide range of complex data to take controlled risks to achieve greater gain. Uses trends and data to establish controls and performance indicators.</p> <p><u>Leading and Coaching (3)</u> Visibly and publicly champions to provide direction. Takes responsibility for an area of work and for its outputs. Makes time to get to know people and motivate them. Regularly reviews performance of self and others.</p>