



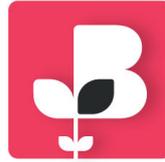
Staffordshire
Chambers of
Commerce.

Business & Community Impact Broker

Part Time

Recruitment Pack

July 2019



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At Staffordshire Chambers of Commerce, we believe that we can help all the people of Staffordshire to be more prosperous and have more opportunities, by helping businesses to belong to the Chamber and do things better. We take pride in delivering excellent services to our members and expect the highest standards from our employees.

Business and Community Impact Broker

Up to £26500 Pro Rata

Fixed term contract until 1 April 2021

We have a fantastic opportunity for a dynamic Business and Community Impact Broker to join our team.

Based at our offices at Festival Park, Hanley, with experience of working in the voluntary, charitable, community or social enterprise sector or the private sector, in a role with social responsibility in the remit, you will have an understanding of the Social Value Act, social return on investment, and the value of mission-led businesses and social enterprises.

You must be hard working, an excellent team player with a positive attitude and the ability to use your initiative, acting as an advisor to businesses and organisations to support their objectives through a programme of social value and Corporate Social Responsibility (CSR) activities for community and business impact. The successful candidate must be confident in developing a pricing structure and in securing payment for the service.

We offer an attractive benefits package, a rewarding role in a great team and good opportunities for personal development.

This is a part time role working 9.00am – 5.00pm for three days per week (a total of 21 hours per week). However, flexibility, and the ability to work additional hours if required, may be necessary.

Further details about Staffordshire Chambers of Commerce are available on our web site www.staffordshirechambers.co.uk.

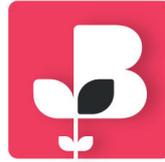
How to Apply

Please send your CV to Sandra O'Sullivan together with a supporting letter detailing how you meet the requirements of Business and Community Impact Broker and how you support the Chamber BETTER values. Applications should be emailed or posted/delivered to Staffordshire Chamber of Commerce, Commerce House, Festival Park, Stoke on Trent ST1 5BE

Closing date : 11/10/2019

Thank you for your interest. We hope that this recruitment pack provides all the information you require, however if you have any queries, or would like to have an informal conversation about this role please contact Sandra O'Sullivan on 01782 202222.

This position may close before the closing date should a sufficient number of suitable applications be received. Therefore, please make sure you complete and submit your application at an early stage.



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About Staffordshire Chambers of Commerce

Staffordshire Chambers of Commerce has been in existence for over 200 years. It was borne out of a desire from businesses to meet together and trade and ensure that there was a voice for business and an organisation to represent their needs and deliver services to help them. We continue to deliver this role and have developed a wider relationship as part of the recognition of the contribution that the business community makes to economic and social success.

We provide the following services to support businesses start, grow and succeed.

Business Support – we are, at our heart, a membership organisation and believe that the best business support can come from the services we offer through our experienced staff. We have a range of member only services as well as funded programmes. We have developed specific membership offers to reflect our local economy in response to various sector groups in membership.

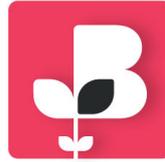
Enterprise Support – we aim to inspire the entrepreneurs of tomorrow through bringing schools and businesses closer together, helping individuals start up their own business, educating teachers on the businesses in the area and supporting students in HE and FE to have the relevant skills for business and industry. We have established a club specifically for fledgling businesses to help them get established and lead into membership of the Chambers.

Trade – we encourage international trade through our DIT programme and export documentation service as well as supporting local trading through exhibitions, events and lobbying for local procurement opportunities. We have launched a specific international trade membership offer.

Training – we have a comprehensive, business focussed programme of training to encourage the workforce to reach its full potential, and which can be delivered on our premises or in a business through a bespoke service. We are developing our offer through partnerships with the universities and FE colleges in the county.

Events - we organise over 150 events each year of varying scale and size. This supports and informs business, helps strengthen supply chains and informs the business community of funding, finance, legislation, opportunities and risks.

Representation – this is a service at the heart of Staffordshire Chambers and is largely to support members. We do take on issues that affect the whole business community and lobby at all levels of policy and decision making.



Job Description

Job Title:	Business and Community Impact Broker
Location:	Staffordshire Chambers of Commerce, Festival Park, Stoke on Trent. ST1 5BE

Our Vision

All employees of the Chamber are expected to contribute to our vision:

'Staffordshire Chambers believes that we can help all the people of Staffordshire be more prosperous and have more opportunities, by helping business to belong to the Chambers, connect to each other and succeed in their objectives.

Our Values

Our vision is supported by a set of core values which define the standards and behaviours which are expected of all employees:

We are:

- **Bold**
We try new things
We are passionate about making a difference
We always put our members first
- **Excellent**
We achieve the highest standards
We seek to improve continuously
We are committed to equality of opportunity
- **Trusted**
We communicate well
We are consistent in our approach
We put colleagues and customers first
- **Team Focused**
We are an outstanding team
We are focused on achieving our vision
We respect and support each other
- **Ethical**
We represent our members professionally
We make a positive contribution to the community
We act with integrity
- **Responsive**
We are open to change
We respond positively to customer feedback
We maximise opportunities



Job Purpose

To act as an advisor and broker of Corporate Social Responsibility style strategies to businesses, providing links between business and groups from the public, community and voluntary sectors to provide a business-focussed menu of opportunities which encourages and enables engagement in the social and environmental regeneration of Staffordshire.

Principal Accountabilities

- To provide an advice and delivery service to businesses seeking to develop and maximise their social and environmental positive impact on Stoke-on-Trent and Staffordshire, to fulfil the objectives of businesses in terms of impact and to generate income for the Chambers.
- Work with local community groups and organisations to encourage businesses to engage, through a variety of mechanisms, in delivering their objectives (e.g. through volunteering, education business links, mentoring other business, using social enterprises in the supply chain, local procurement, provision of work placements etc).
- Be a recognised CSR social value and sustainability ambassador, developing an awareness of why they are important and how they can be incorporated into day-to-day business.
- Develop and deliver a programme of advice, events and training which supports businesses in the measurement of their social and environmental impact.
- Manage the charity members' network to ensure own knowledge of issues within the VCSE sector remains current.
- Meet the engagement and financial targets agreed, including developing packages of support, devising and possibly delivering training for staff.
- Work with relevant organisations to ensure that measurement techniques and systems remain relevant and up to date.
- Support the Chambers' Bid Writer with research and ensure all bids include measurable social value outcomes where possible.
- Provide contacts and referrals between businesses and organisations and initiatives to match the needs and objectives and to follow through referrals to ensure successful action and to record these interactions.
- Co-ordinate the work of the Social Value Forum and report to them on all activities.
- Work with the Chambers' staff to maximise our social and environmental impact and review and support their work.

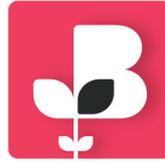


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- Develop the research programme with the relevant organisations to promote Stoke and Staffs as an area of strong social capital, developing existing information indicators.
- Encourage businesses to apply for awards and accreditations that focus on social, environmental and economic regeneration to raise business profile and to support this in the Staffordshire Business Awards.
- Provide a link with Social Value UK and other groups of which the Chambers' is a member and support the Chambers' activities supporting the UN's Sustainability Development Goals.
- Respond to the demands of the project by working flexibly outside normal working hours. This will be by prior arrangement with your line manager and reasonable notice will be given of the need to change from normal working patterns.
- Adhere to the Chamber's requirements with regard to the health and safety responsibilities of all employees as detailed in Section 3 of the Chamber's Health & Safety Policy.

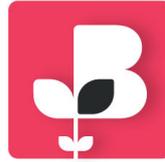
General requirements

- Work diligently to meet the requirements of the role
- Use the Chambers' CRM system and others as relevant to the role
- Always seek to improve to achieve the highest quality standards and follow the Chambers' quality assurance operating procedures
- Contribute to the Chambers' commitment to work in a commercially successful way
- Participate in internal/external meetings and training as required
- Ensure that all relevant policies, procedures and working practices are adhered to at all times
- Participate positively in one to ones and appraisals
- Work in accordance with the Chambers' culture, values, aims and objectives
- Act as an ambassador for the Chambers at all times when dealing with members or representing the business
- Contribute to the Chambers' team working environment, taking ownership of issues and supporting colleagues where appropriate
- Be flexible and willing to undertake any other duties that may be reasonably required
- To work from other Chamber offices if required.

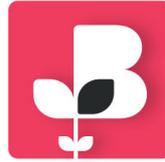


Person Specification

Job Title: Business and Community Impact Broker		
Criteria	Essential or Desirable	Method of Identification
<u>Qualifications</u>		
<ul style="list-style-type: none"> Minimum 5 GCSE's including English and Maths. 	Essential	Application
<u>Proven Experience</u>		
<ul style="list-style-type: none"> Experience of working in the voluntary, charitable, community or social enterprise sector or private sector in a Corporate Social Responsibility role. 	Essential	Application/Interview
<ul style="list-style-type: none"> Experience of educating and developing CSR capability linking social, environmental and business objectives in business planning. 	Essential	Application/Interview
<ul style="list-style-type: none"> High level of communication and influencing skills combined with the ability to be open minded and collaborative. 	Essential	Application/Interview
<ul style="list-style-type: none"> Proven experience in information and communication management – effective interpersonal skills. 	Essential	Application/Interview
<ul style="list-style-type: none"> A track record of successful implementation and delivery of CSR activities across a wide range of stakeholders. 	Essential	Application/Interview
<ul style="list-style-type: none"> Proven experience of producing correspondence and documents to a high standard. 	Essential	Application/Interview
<ul style="list-style-type: none"> Experience of working independently using own judgement to make effective decisions within agreed remit/level of responsibility. 	Essential	Application/Interview



<p><u>Knowledge, Skills and Abilities</u></p> <ul style="list-style-type: none"> • Able to contribute positively to the Chambers' vision and BETTER values. • Proven knowledge of social impact assessment and measurement. • Ability to maintain confidentiality. • Excellent organisational and planning skills. • Effective at planning and organising workloads to meet deadlines. • Highly competent use of IT. • Highly accurate with attention to detail. • Ability to bring organisation's together to share knowledge and influence thinking, educating and developing CSR capability build within the wider business community. 	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>	<p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p> <p>Application/Interview</p>
<p><u>Other Attributes</u></p> <ul style="list-style-type: none"> • Experience of working collaboratively across teams • Positive and proactive approach. • Able to work flexibly. • Self-starter. • Driver with access to vehicle. • Confidential, tactful and diplomatic. 	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>	<p>Application/Interview</p> <p>Interview</p> <p>Application/Interview</p> <p>Interview</p> <p>Interview</p> <p>Application/Interview</p>



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Data Protection

Staffordshire Chambers of Commerce will use any data you provide in your application to assess your suitability for the position advertised. This data will not be further processed unless your application is successful.

All candidate information gathered through our recruitment campaigns will be protected and we will fulfill the requirements of the relevant legislation.

In the case of unsuccessful applicants, we will retain all relevant recruitment paperwork for a period of 12 months in case of any claim/dispute, after this time the paperwork will be destroyed by shredding or other confidential waste disposal methods.

Successful candidates will have their recruitment paperwork retained within personnel files and in line with our data retention schedule.

The Chamber will not use any form of automated processes in its recruitment decision making.

If you require any further information in relation to the protection of your data, please contact us using the details above or view our HR Privacy Policy at www.staffordshirechambers.co.uk