



Job Description

Job Title:	Growth Hub Business Helpline Advisor
Accountable To:	Chief Projects Officer
Location:	Commerce House, Festival Park, ST1 5BE

Our Vision

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

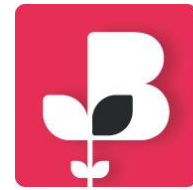
‘Staffordshire Chambers believes that we can help all the people of Staffordshire be more prosperous and have more opportunities, by helping business to belong to the Chamber and do things BETTER’.

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



This post is funded by Staffordshire County Council. This role is currently funded until March 2027, with a potential opportunity for extension.

Job Purpose

The Growth Hub Business Helpline Advisor will deliver all aspects of the Growth Hub Business Helpline. This is an exciting opportunity to contribute to the growth and development of local businesses by providing a responsive and proactive helpline advice service to link businesses to the range of support, growth programmes, funding and training that is available across Stoke-on-Trent and Staffordshire, as well as supporting them with tailored business advice.

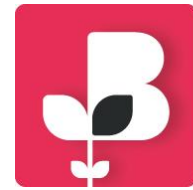
The post holder will develop systems to maintain information and records to ensure compliance with Growth Hub reporting requirements. The information will be stored both on the Growth Hub CRM (Evolutive) and on internal systems.

The role will involve working directly with employers, delivery partners and stakeholders, acting as the first point of contact for all business support.

The Growth Hub Business Helpline Advisor will also play a vital role in maintaining project documentation and assisting with project reporting.

Principal Accountabilities

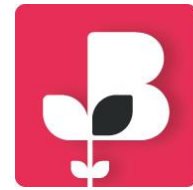
- Provide first-line telephone and email support, giving callers information and business advice about what is available to help them start, step-up and scale-up a business.
- Be mindful of Chamber members who are accessing support and check whether they need any additional support through membership.
- Proactively work with partners and stakeholders to identify support that will be useful for businesses contacting the helpline, including business growth programmes, funding, finance, and training opportunities.
- Create and maintain a knowledge bank of referral partners, the support they can offer and the preferred referral route for each.
- Represent the Chamber and Growth Hub at relevant events and meetings, promoting the Business Helpline and offering wider business support to companies face to face.
- Produce the weekly Growth Hub newsletter, liaising with stakeholders to identify new support services to promote to businesses.
- Undertake regular refresher training, attend Growth Hub Knowledge Sessions and pursue continuing professional development to deliver a contemporary and outstanding service.
- Maintain accurate and up-to-date project documentation and data, including progress reports, and ensure it is stored effectively.



- Ensure all enquiries are recorded on the Growth Hub CRM (Evolutive) and that customer records are kept up to date.
- Utilise different software platforms such as Beauhurst, Growth Canvas, Business Support Service and Grant Finder as required to support businesses.
- Offer exceptional customer service, demonstrating a genuine passion for business support and a desire to help businesses start, step up and scale up.
- Act as a business advisor, providing tailored support and advice to businesses, particularly start-ups and scale-ups, in one-to-one and group settings.
- Use appropriate questioning techniques to diagnose and quickly assess the needs of the customer and their business.
- Be the Chamber lead for all CSR-related activity, promoting CSR and ESG, including the Responsible Business Accelerator.
- Lead and provide administrative support for a number of Chamber Forums.
- Provide feedback to the Chamber and stakeholders where there are gaps in current support, to inform the development of future business growth programmes.
- Support the development of new products and services that we could offer businesses across Stoke-on-Trent and Staffordshire.

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 Chamber at all times when dealing with members or representing the business
- Contribute to the Chamber's 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
- Work from other Chamber offices if required.



Staffordshire
Chambers of
Commerce.

NB: This job description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only, and may be changed at management's discretion in the future.

As a general term of employment, Staffordshire Chambers of Commerce may effect any necessary change in job content, or may require the post holder to undertake other duties, provided that such changes are appropriate to the employee's remuneration and status.

I confirm that I have read and agree to carry out the duties and responsibilities contained in this job description.

Name (Please print): _____

Signed: _____ Date: _____

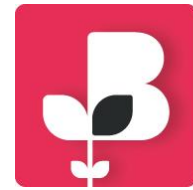


Person Specification

Job Title: Growth Hub Business Helpline Advisor		
Criteria	Essential or Desirable	Method of Identification
<u>Qualifications</u>		
Educated to A-Level standard	Essential	Application
An SFEDI Level 5 qualification, or equivalent business advice qualification, would be advantageous.	Desirable	Application
<u>Proven Experience</u>		
Proven experience of working in a similar role, ideally on government-funded projects or initiatives.	Essential	Application /Interview
Experience of providing guidance and information to new and growing businesses.	Essential	Application /Interview
Experience of working in a multi-disciplinary team environment.	Essential	Application /Interview
Experience of working in partnership with other organisations, partners and stakeholders.	Essential	Application /Interview
Experience of attending business networking events.	Essential	Application /Interview
Experience of delivering a high standard of customer service, including by telephone and email.	Essential	Application /Interview



<u>Knowledge, Skills and Abilities</u>		
Strong attention to detail and ability to maintain accurate project records.	Essential	Application /Interview
Problem-solving mindset and ability to adapt to changing project and customer needs.	Essential	Application /Interview
Effective communication and interpersonal skills to collaborate with diverse stakeholders.	Essential	Application /Interview
Excellent organisational and time-management skills, with the ability to handle multiple tasks simultaneously.	Essential	Application /Interview
Able to work to strict deadlines.	Essential	Application /Interview
Knowledge of the business support landscape across Stoke-on-Trent and Staffordshire, including growth programmes, funding and training.	Essential	Application /Interview
Basic data analysis skills to assist with project reporting, evaluation and impact assessment.	Essential	Application /Interview
Strong collaborative skills, working well within a team environment, and contributing positively to achieve project objectives.	Essential	Application /Interview
Strong awareness of and commitment to sustainability, diversity and equality of opportunity, and to the quality of the beneficiary experience.	Essential	Application /Interview
Proficiency in the MS Office suite (Word, Excel, PowerPoint, Outlook) and CRM systems.	Essential	Application /Interview



Experience of organising workshops, seminars or events, including coordinating logistical arrangements.	Essential	Application /Interview
Self-motivated and able to work on own initiative.	Essential	Application /Interview
<u>Other Attributes</u>		
Professional and friendly approach	Essential	Interview
Team player, committed to the Chamber's values	Essential	Application/Interview