

Job Title: **Start Up Brokers**

Reporting to: Contract Manager NEA

Role Overview:

- To set up and attend events and actively recruit, assess (screen) and engage with unemployed customers as part of the New Enterprise Allowance (NEA) programme
- To support and mentor customers' transition to self-employment and their new business start-ups
- To manage a smooth hand over of customers to a Sustainment Broker, once the new business has commenced trading
- To mentor and be responsible for providing unemployed customers with advice and guidance to assist them to successfully set up & Commence Trading (and go on to maintain their own sustainable SME business) e.g suitable Business Plans and cashflow plans etc.
- To achieve own monthly volume of events, suitable clients screened for progression onto NEA, revenue and contracted outcome KPI targets that contribute to budgets across the division (and any approved re-forecasts) and Group
- Build strong relationships with Job Centre Plus colleagues and other key stakeholders
- To assist the Contract Manager (and other areas of the Group) as needed to make the contract a success each month and the Group as a whole

Principle Accountabilities:

- Set up events & screen and select the most appropriate customers for the programme by leading Link Up: Sign Up sessions and conducting Initial Assessments so as to be held accountable for the right volume and quality of customers on the Ixion NEA programme from the Job Centre each month
- Where the customer has a potentially viable concept, enrol them onto the programme and provide suitable advice and guidance to support the production of a good quality business plan
- Work closely with the Shaw Trust PRaP team regarding referrals to maximise diar time for the Start-Up Broker each week
- To support, attend and run seminars and other events as needed / directed by the contract manager to support customers
- Support the customer through their voluntary Business Development Phase
- Support and track customers' progression in developing a viable business plan and business, ensuring all activity is always recorded accurately on eEmploy/PICs
- Ensure the Business Plan is received in a timely manner to obtain approval (within 12 weeks of IA date) and where this is not possible, an extension approval email has been received from JCP and uploaded to eEmploy/PICs
- Tutor the customer in the legal set up of their business and provide effective information, advice and guidance to ensure they have the best opportunity start trading.
- Develop support for customers through existing links, networking events and seminars
- Build and maintain relationships with Jobcentre Plus staff within an assigned geographic area to ensure the correct quantity and quality of referrals is being received

- Produce with the customer an agreed SSMART action plan, setting clear objectives to achieve contractual milestones
- Record customers' journey using the eEmploy/PICs/CRM systems and work in co-operation with the administration support team(s) to manage the recording of customers' progression accurately and effectively
- At regular intervals, check that the customers, and where appropriate mentors, are satisfied with progress, the quality of Shaw Trust Group services record feedback and other relevant information gathered on databases
- Introduce customers to any other service which may become relevant to them, and personally account manage customers' progress using these services to the point of Start-Up, tutoring any corrective action necessary
- Help the customer access external funding if required, by signposting to suitable loans or grants
- Develop good internal working relationships within the team by exchanging information, 'best practice' ideas and experiences. Work closely with other teams to ensure effective co-ordination and collaboration
- Carry out any other reasonable duties commensurate to the role as requested by the Contract Manager or appropriate Senior Manager/Director
- Ensure internal audit and compliance criteria are met and that all activity conforms to Shaw Trust Group systems, policies and procedures at all times. This includes the timely and accurate data entry on customer management system for changes and updates to customer details