

IXION GROUP – JOB DESCRIPTION

JOB TITLE: Sustainment Business Brokers (SBB's)

Reporting to Contract Manager

Place of Work Home based

- Purpose of Job:**
- A monthly target driven performance outcome role for achievement of contracted sustainment outcomes.
 - A remote based, phone/distance Sustainment Broker advice support service to NEA clients, post Commenced Trading, maximising the input from Volunteer Mentors per client 52 week period.
 - # SBB's are responsible for the NEA contract 52 week sustainment outcomes for **Start-Up clients** (once handed over to SBB's from Start-Up Brokers), and supported by a bank of volunteer mentors and the SBB's own skills to achieve outcomes.
 - Each SBB take ownership for their designated Start-Up clients 52 week sustainment, post Business plan approval.
 - To assist their Line Manager (and Ixion Divisions) as needed to make the contract a success each month and also Ixion as a whole

KEY RESPONSIBILITIES:

- Grow income & business sustainment for all the clients new and existing business over 52 weeks.
- Work closely with the Ixion PRaP team re U/C referrals to maximise diary time for the Start-Up & Growth Broker each week.
- Build strong relationships with Job Centres and other Stakeholders.
- Support the client re appropriate level of local Volunteer Mentor support/ client attending events etc
- Ensure that the Volunteer Mentors are spoken to and understand their role and objectives and written action plans by Mentors over agreed timelines.
- Support the U/C Client through the clients NEA Business Growth Development Phase & 52 weeks of growth to goal of coming off the unemployment register at week 52 .
- Support Start-Up clients post Commence trading to sustain over 52 weeks trading
- Support and track the Start-Up client's progression in developing a viable business growth plan as per contract.
- Support the client in the growth of their business and provide effective information, advice and guidance to ensure they have the best opportunity grow income and profits as needed.
- Develop support for clients through existing links, networking events and seminars
- Build and maintain relationships with Start-Up Brokers and Growth Brokers, JobCentre Plus Advisors within an assigned geographic area.

- Produce with the client, an agreed action plan (including metrics). Ensure throughout the process the client's full understanding and commitment to the analysis, diagnoses, priorities and options.
- Record the client's journey using Ixion's CRM system or such provide by other project stakeholder and work in co-operation with the Administration support team to manage the recording of clients progression.
- At regular intervals, check that the clients, and where appropriate mentors, are satisfied with progress, the quality of Ixion Group services record feedback and other relevant information gathered on databases.
- Help the client where external funding is available, to signpost to suitable loans or grants.
- NOTE: Towards the end of the contract period Growth Brokers & Start-Up Brokers will be expected to be flexible and also offer all Clients (U/C and non U/C clients) telephone / distance support, under the direction of the Volunteer & Advice Centre Manager for 52 week sustainment, as and when needed and so support the volume of work undertaken by the SBB's towards the end of the contract.
- Contribute to the development of Ixion Group products and service through feedback from clients and analysis of the effectiveness and relevance of current service in meeting those needs.
- 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.
- Meet personal targets set in the Ixion Group's delivery plan re Enterprise and SME Business Support across all contracts and new business development.
- Carry out any other reasonable duties requested by the Manager or Director.
- Ensure that all safeguarding issues for Mentors, clients and staff are in place in advance of activity and in writing.
- Ensure internal audit and compliance criteria are met and that all activity conforms to Ixion Group systems, policies and procedures at all times. This includes the timely and accurate data entry on client management system for changes and updates to client details.
- Understand and adhere to all responsibilities to ensure that the quality requirements of Ixion's Quality Assurance Framework, the prime contractor, funding body, Investors In People, OFSTED, DWP Quality Framework, or any other contract stakeholder, are maintained.

GENERAL RESPONSIBILITIES:

- Attend external events as necessary to support from line Brokers
- Attend training as identified through reviews with your line manager and the Ixion appraisal process.
- Work flexibly across offices and NEA contracts, as and when directed by your line manager.
- Undertake any other responsibilities and ad hoc duties as required by Ixion.
- Promote the principles of Equality and Diversity and ensure that the policy is fully applied at all times.

- Understand and adhere to all personal responsibilities under Health & Safety and Safeguarding procedures, and ensure that the policies are adhered to at all times.
- Ensure that the Code of Conduct, Data Protection, Harassment & Bullying Confidentiality, Anti-Fraud, Data Security and all other policies of the Company are fully applied at all times.
- Strictly adhere to all Ixion processes and procedures.
- Ensure that you work to the Ixion Group's vision, values, objectives and priorities and are strongly committed to them .
- Be responsible for personal Continuous Professional Development to enhance performance in job role, competence and potential in line with Ixion core professional standards of competence.

SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED:

Essential

- Strong phone skills and great communicator with gravitas.
- Training of business skills.
- Experience in achievement of personal targets each month, as per contracted requirements.
- Proven understanding of commercial business and Business Start-Up's and Business growth
- Extensive Knowledge and understanding of business processes and business growth strategies, market analysis, pricing including Sales and Marketing, HR Management, Finance, Production (where applicable), IC and Project Management, SME business culture and the motivations and aspirations of the owner-managers/directors.
- Sound understanding of management accounts and their impact on a business.
- Working with mentors and support agencies.
- Project management, including setting and working to priorities and time planning accustomed to achieving targets.
- Experience of effectively managing client relationships.
- Ability to manage priorities and work with a high caseload.
- Ability to deliver excellent customer service.
- Well developed leadership, coaching, mentoring and motivation skills.
- Strong interpersonal and negotiating skills.
- Strong client and third party management skills and able to manage a range of mentors to support a broad range of clients.
- Strong project and client portfolio management skills.
- Analysing client financial data and key performance ratios.
- Good facilitation and presentation skills.
- Personal gravitas in the eyes of the client.
- Self starter and remote team player.
- Ability to communicate effectively, both verbally and in writing.
- Basic IT literacy.
- Must have a clean current driving licence and a car available for business use.

Desirable

- Excellent telephone, remote working & communication skills
- SFEDI award for Business Support.
- Experience of establishing a 'start up' business.
- Experience of Business Mentoring.
- Contact Centre Experience