



**Job Title:**           **Start Up Brokers**

**Reporting to:**     Contract Manager NEA

**Place of Work**     Home Based– Near your designated Job Centres

**Role Overview:**

- To set up and attend events and actively recruit, assess (screen) and engage with unemployed clients.
- To support and mentor their clients transition to self-employment and their new business start-ups, only up to the point of Commence Trading .
- To manage a smooth hand over of clients (typically Non-Universal Credit clients), to the central Volunteer & Mentor Team, once the new business has commenced.
- To tutor and be responsible for providing unemployed clients with advice and guidance to assist them to successfully set up & Commence Trading (and go on to maintain their own sustainable SME business). Tutoring on 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 C1 budgets across the division (and any approved re-forecasts).
- Build strong relationships with Job Centres and other Stakeholders.
- To assist the Contract Manager (and Ixion Divisions) as needed to make the contract a success each month and Ixion as a whole.
- Towards the end of the contract period 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.

**Principle Accountabilities:**

- Set up events & screen and select the most appropriate clients for the programme by leading “Link Up” sessions and conducting “Initial Assessments”. To be held accountable for the right volume and quality of clients on the Ixion NEA programme from the Job Centre each month.
- Where the client has a potentially viable concept, enrol the client on to the programme, support their action plan further using Ixion’s business plan template and provide appropriate tutoring & guidance for the customer to access a suitable volunteer mentor via the central Ixion Volunteer Advice & Mentor Centre
- Work closely with the Ixion PRaP team re referrals to maximise diary time for the Start-Up Broker each week.
- Support the client (via the central Ixion Volunteer Advice & Mentor team) to receive the appropriate level of local Volunteer Mentor support / client attending events during their initial 12 week period.
- To support, attend and run “Edge of the Box” and other events as needed / directed by the contract manager to support clients (and with the support of Volunteer Mentors).

- Tutor and support the clients and assess clients' Business plans for their start up business as self-employed or small business and agree whether they are suitable for Ixion's programme of support or not.
- Support the Client through the clients NEA Business Development Phase.
- Support and track the client's progression in developing a viable business plan as per contract up to and including Commence Trading .
- Ensure the Business Plan is received in a timely manner to obtain approval.
- Tutor the client 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 clients through existing links, networking events and seminars
- Build and maintain relationships with 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.
- Introduce clients to any other service which may become relevant to the client up to the Clients Start-Up of their new Business, and personally account manage client's progress using these services to the point of Start-Up , tutoring any corrective action necessary.
- Help the client where external funding is available, to signpost to suitable loans or grants.
- Towards the end of the contract period 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.
- 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 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.

## **GENERAL RESPONSIBILITIES:**

- Organise, set up & attend the events called Link-Up sessions & "Edge of the Box"
- Responsible for the volume and quality of clients passing their Initial Assessment
- Responsible for contracted numbers of successful Start-Up 's.
- Tutor the client as necessary to commence trading with a viable plan
- Support the Volunteer & Advice Centre as needed.



- Attend training as identified through reviews with your line manager and the Ixion appraisal process, or as identified by the prime contractor.
- 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.
- 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, MERLIN, Matrix, DWP Quality Framework, or any other contract stakeholder, are maintained.

### **Core Competencies**

All IXION employees are required to demonstrate a number of core competencies

- Self management – manage workload effectively
- Relationship management – develop and maintain productive relationships with your Team, Management, Clients, Partners, Sub contractors and all key stakeholders.
- Customer and Employer focused – committed to understanding client aspirations, supporting their needs.

### **Attitudes & Behaviours**

- Represent IXION in a professional manner on all occasions.
- Strive to improve practice to be creative and innovative and work towards continuous improvement
- To adopt a co-operative approach to delivery by maintaining and promoting effective communications, sharing good practice across the organisation and with externally.

### **Experience and Qualifications required**

#### **Essential**

- Strong communicator and training or tutoring of business skills.
- Experience in achievement of personal targets each month, as per contracted requirements.

- Knowledge and understanding of business processes and strategy, 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.
- Able to tutor clients to find their own answers and ways of starting and growing their business.
- 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 tutoring 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.
- MUST NOT HAVE their own business that will conflict with the weekly workings of Ixion payrolled staff.

## **Desirable**

- SFEDI award for Business Support.
- Experience of establishing a 'start up' business.
- Experience of Business Mentoring.
- Understanding of commercial business and Business Start-Up 's

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IXION is committed to safeguarding and promoting the welfare of all learners/customers, and expects staff to share this commitment.

All Roles will require a basic DBS Disclosure check due to the nature of the work to be undertaken.