

Job Description

Job Title: NEA Growth Broker

Reports to: ESE Contract Manager NEA

Purpose

1. To set up and attend events and actively recruit, assess (screen) and engage with Existing Self-employed customers (individuals who have an existing self-employed business but claim Universal Credit) as part of the New Enterprise Allowance (NEA) programme
2. To support and mentor the development and growth of a customer's business from the point of referral through to the end of the sustainment phase
3. To mentor and be responsible for providing Existing Self-employed customers advice and guidance to assist them to successfully create a suitable Business Development Growth Plan and cashflow plans etc.
4. 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
5. Build strong relationships with Jobcentre Plus colleagues and other key stakeholders
6. 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

Main Duties and Responsibilities .

1. Set up events, screen and select the most appropriate customers for the programme by conducting Initial Assessments so as to be held accountable for the right volume and quality of customers onto the NEA programme from Jobcentre Plus each month
2. 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 Development and Growth Plan
3. Work closely with the Shaw Trust PRAP team regarding referrals to maximise diary time each week
4. To support, attend and run seminars and other events as needed/directed by the Contract Manager to support customers
5. Support and track customers' progression in developing a viable business plan and business, ensuring all activity is always recorded accurately on Shaw Trust systems
6. Ensure the Business Development and Growth Plan is received in a timely manner to obtain approval (within 12 weeks of the Initial Assessment date) and where this is not possible, an extension approval email has been received from JCP and uploaded to the Shaw Trust CRM

7. 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 to grow their business
8. Develop support for customers through existing links, networking events and seminars
9. 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
10. Produce with the customer an agreed SMART action plan, setting clear objectives to achieve contractual milestones
11. Record customers' journey using Shaw Trust systems and work in co-operation with the administration support team(s) to manage the recording of customers' progression accurately and effectively
12. 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
13. Introduce customers to any other service which may become relevant to them, and personally account manage customers' progress using these services throughout their entire journey, tutoring any corrective action necessary
14. Help the customer access external funding if required, by signposting to suitable loans or grants
15. 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
16. Carry out any other reasonable duties commensurate to the role as requested by the Contract Manager or appropriate Senior Manager/Director
17. 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

Main Duties and Responsibilities

1. Responsible for the volume and quality of customers passing their Initial Assessment and approved to join the programme
2. Responsible for achieving contracted targets for approved Business Development and Growth Plans, as well as 26 and 52 week sustainment outcomes
3. Attend training as identified through reviews with your line manager and the Shaw Trust performance management process.
4. Work flexibly across offices and NEA contracts, as and when directed by your line manager
5. Undertake any other responsibilities and ad hoc duties as required by Shaw Trust
6. Promote the principles of Equality and Diversity and ensure that the policy is fully applied at all times

7. Understand and adhere to all personal responsibilities under Health & Safety and Safeguarding procedures and ensure that the policies are adhered to at all times.
8. 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
9. Strictly adhere to all Shaw Trust processes and procedures.
10. Ensure that you work to the Shaw Trust Group's vision, values, objectives and priorities and are strongly committed to them
11. 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
12. 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

Other

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has a Diversity and Inclusion Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.
7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or

concerns relating to risk and the effectiveness of the Trust 's risk management arrangements.

8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

<p align="center">Person Specification</p> <p align="center">Job Title:</p> <p align="center">(E=Essential D=Desirable)</p>
<p>SKILLS AND CORE COMPETENCIES</p>
<p>Technical competency (qualifications and training)</p> <ul style="list-style-type: none"> • Self-management – manage workload effectively • Relationship management – develop and maintain productive relationships with your team, management, clients, partners, subcontractors and all key stakeholders • Customer and Employer focused – committed to understanding client aspirations, supporting their needs.
<p>Experience</p> <ul style="list-style-type: none"> • Experience in achievement of personal targets each month, as per contracted requirements • Experience of effectively managing client relationships • Strong project and client portfolio management skills • Analysing client financial data and key performance ratios • Good facilitation and presentation skills
<p>Skills and Attributes</p> <ul style="list-style-type: none"> • Represent Shaw Trust 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 externally

Personal qualities, communicating and relating to others

- Strong communicator and training or tutoring of business skills
- Knowledge and understanding of business processes and strategy, market analysis, pricing, including Sales and Marketing, HR Management, Finance, Production (where applicable), ICT 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
- 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.
- 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 Shaw Trust payrolled staff
- Strong client and third-party management skills and able to manage a range of mentors to support a broad range of clients

Safeguarding

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. **(E)**
- This post requires a Disclosure and Barring Service Check at a Basic level **(E)**

Other

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. **(E)**