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| **Job details** | |
| **Job title** | Business Support Executive |
| **Job Reference** | 20726 |
| **Grade and Salary** | 5 - £34,434 per annum (pro rata for part time)  This role includes performance related pay progression |
| **Service and Team** | Economic Development |
| **Location** | Endeavour House, 8 Russell Road, Ipswich, IP1 2BX – Hybrid working |
| **Hours per week** | 37 |
| **Status** | **Fixed Term or Secondment** |
| This role may offer the following flexible working options. | * *Working part time hours (eg different hours/days to those advertised)* * *Job sharing* * *Working compressed hours (e.g. a nine-day fortnight)* * *Term time working (including partial term-time working)* * *Use of flexitime / time off in lieu* * *Hybrid working options, including some home working.* * *Working from different Council buildings* * *Working adjusted core hours (e.g. starting later and finishing later or other patterns)* |

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| **About us** |

As a modern and effective council, we understand the importance of being flexible and well-connected in the ways we work. We focus our ambitions on doing what’s right for people, our partners and our communities - both now and for the future.

That’s why, as one of the largest employers in Suffolk, we believe in empowering everyone. Through career variety and collaborative working, accessible career paths and professional development.

The support and care we offer encourages and enables you to be the best you can be. To make a meaningful impact on the world around you. To achieve a unique sense of pride in what you do, why you do it and where. **Reimagine the possibilities.**

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| **Main purpose of the job** |

We are seeking a proactive and highly organised Business Support Executive to identify high-growth businesses with an aspiration to scale while also supporting events and communications for the team.

Acting as the first point of contact, you will deliver an initial **triage** to identify clients with an ambition to grow.

You will work closely with the **High Growth Business Adviser** identifying eligible businesses through a **structured, standardised triage model.**

The main aim of this job is to identify high growth companies in Suffolk that can be referred to the rest of the high growth/North Star team for intensive assistance.

To identify the high growth client’s potential through

* A detailed light touch triage
* Broker high growth clients to the High Growth adviser (prime focus)
* Broker out clients that don’t meet criteria to other support such as Growth Hub

In addition, the postholder will manage communications and external engagement with senior business owners, entrepreneurs, investors, business support organisations and Government officials.

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| **About the team** |

Reporting to the High Growth Adviser as part of theSuffolk Economy Team.

The Suffolk Economy Team, part of the Growth, Highways, and Infrastructure Directorate, is focused on delivering long-term, sustainable economic growth across Suffolk. The team leads on the development and implementation of the Suffolk Economic Strategy, ensuring economic interventions align with business needs and emerging opportunities.

The Suffolk Business Board provides business-led strategic oversight, guiding the team’s work to ensure that Suffolk’s economy remains competitive, innovative, and resilient.

Working in close collaboration with Suffolk district councils, neighbouring county councils, businesses and industry leaders, educational institutions, government, VCSE, and national bodies, the team drives forward key initiatives that strengthen Suffolk’s economic future.

Key Areas of Work

* Developing and implementing the Suffolk Economic Strategy - Setting a long-term vision for growth and identifying key sectors for investment.
* Driving business growth and innovation - Supporting businesses through tailored interventions, fostering innovation, and strengthening Suffolk’s business environment.
* Managing economic intelligence and insights - Maintaining a robust evidence base to inform decision-making and monitor economic trends.
* Developing strategic partnerships and investment opportunities - Facilitating public-private collaboration and attracting inward investment to support Suffolk’s economy.
* Supporting place-based initiatives - working with key stakeholders to drive economic opportunities within the Enterprise Zones, Freeport East and other economic hubs.

Through these activities, the Suffolk Economy Team works to remove barriers to growth, support skills development, infrastructure investment, and business support, and drive innovation and sustainable economic success across the county.

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| **What you will be expected to deliver in the role** |

**Day to day tasks may include:**

1. **Programme Delivery - High Growth business enquiries - detailed Triage.**

* Provide a dedicated high growth triage support to Suffolk businesses by assessing their needs through one-to-one virtual engagements to ensure clients meet the program criteria to enable appropriate brokerage to external if not eligible but primarily to the High Growth Adviser
* Take incoming enquiries and arrange and undertake virtual meetings with businesses, to undertake initial triage, identifying their needs.

**Key Responsibilities**

* Respond to business enquiries promptly and professionally, managing the enquiries inbox to prioritise and track responses efficiently.
* Conduct initial triage to understand business needs and confirm eligibility.
* Work within a standardised triage and referral model,
* Work closely with the High Growth Adviser to identify businesses with high-growth potential.
* Coordinate externally delivered workshops seminars and master classes and events, ensuring successful project delivery.
* Maintain accurate records of client interactions, and referrals using a CRM system.
* Undertake any additional duties commensurate with the grade of this post.
* Respond to business enquiries within a minimum response time, ensuring prompt and professional engagement.
* Manage the enquiries inbox, prioritising and tracking responses to maintain service efficiency.
* Carry out general administrative tasks to support the high-growth team.
* Undertake any other duties appropriate to the level of the role as requested by line management.

1. **Communications and Collaboration**

* Promote the High Growth Programme through various communications channels working with the wider team and the marketing and communications team and organising key stakeholder events and business workshops.
* Leading on and coordinating a programme of regular meetings with key stakeholders including Growth Hub, local councils and business support organisations.
* Maintain and monitor social media communications with respect to the high growth business support programme.
* Identify and develop successful business case studies, working closely with the business clients and the marketing and communications team.

1. **Reporting and Record Keeping**

* Ensure all follow up administration is completed and provided to clients within two working days of contact, including confirmation of eligibility for high growth support and the referral to the High Growth adviser with relevant briefing notes from the triage, and any signposting or follow up information.
* Regularly and accurately update the client records after each engagement, including documenting each business engagement.
* Ensure all financial information and programme data is captured, stored and tracked appropriately to support and meet the requirements of any audit and Government reporting processes.

1. **Other**

* Help develop business cases, investment propositions and data forecasts to help identify future funding sources and make recommendations
* Support the High Growth Adviser to identify high growth companies to help drive economic growth and agree targets to be delivered.
* Ensure all processes and activities are carried out in accordance with Suffolk County Council quality procedures and financial rules.
* Any other reasonable duties as requested by Line Management.

Although this list provides examples of what you will be doing it’s not intended to be exhaustive, and you will have personal objectives linked to our People Plans and Strategies that will be discussed and agreed with your line manager when you start

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| **Person Profile – what you will bring to the team** |

**Qualifications and professional memberships**

1. Level 5 qualification in a related field (business, marketing or business advice) or equivalent knowledge and experience.
2. **Values and personal qualities**
3. Demonstrates a passion for making a positive difference for Suffolk.
4. Shares our [WE ASPIRE](https://www.suffolk.gov.uk/jobs-and-careers/working-for-suffolk-county-council/our-weaspire-values/) Values and strives to lead by example in relation to these.
5. A strong commitment to fairness and Equality, Diversity and Inclusion (EDI).
6. Strives to continuously improve in everything they do, taking the initiative to learn and develop.
7. Brings creativity into their work through innovation and openness to change.
8. Collaborates well with others and offers assistance and support to colleagues.
9. A confident communicator who can convey both simple and complex information with a wide range of audiences, both internally and externally
10. Evidence of ability of research, analyse and present sensitive and sometimes complex or contentious information in a political environment
11. Strong networking skills and ability to lead and motivate others
12. Ability to prioritise and manage workloads effectively.
13. Political sensitivity and awareness in order to work closely with Councillors and take the initiative to support other colleagues to do the same.

**Specialist knowledge skills and experience**

1. Good communicator experienced in dealing with a wide range of external stakeholders. Can demonstrate discretion and the ability to establish and maintain trust.
2. Understanding of marketing and communications. Knowledge and experience of working with websites and social media platforms.
3. Good understanding of relationship between business support, enterprise and economic growth
4. Solid understanding of the Government’s small business support agenda and policies and knowledge of current grants and support
5. Experienced of project scoping and bid writing.
6. Proven ability to analyse business needs and identify business solutions summarising key points to other people at all levels of seniority
7. Good problem-solving skills.
8. Proven ability to interpret, analyse and present information in a clear and concise manner.
9. Organisational and time-management skills; able to work to strict deadlines. Systematic approach to work and good attention to detail.
10. Ability to work effectively as part of multi-functional teams across partner organisations including Growth Hub, enterprise agencies and chamber of commerce
11. Ability to design and deliver presentations using appropriate technology and tailored for specific audiences.
12. Report and briefings writing skills.
13. Numeracy and budgeting skills and ability of demonstrating a good standard of financial knowledge.
14. A good understanding of SMEs and the functions within a business and understanding of the specific needs of businesses in Suffolk.
15. Able to remain impartial and to represent the Council professionally at all times.
16. Strong interpersonal and networking skills.
17. Ability to manage own diary and administration.
18. Confidence in engaging with a wide range of business, and Client-oriented,
19. Proven ability to respond well to a pressurised environment.
20. Results and target driven.
21. Understanding of the importance of maintaining an audit trail involving external funding and the responsibilities involved in the annual audit of a programme.
22. IT skills including Word, Excel, and Outlook and experience of working with databases.
23. Possession of, or willingness to work towards achieving appropriate SFEDI or other relevant professional qualification.

**It would also be desirable to have.**

1. additional business advisory qualifications such as SFEDI or working towards qualification.

If you think you have what it takes to be successful in this role, even if you don’t meet all the criteria, please apply. We’d appreciate the opportunity to consider your application.

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| **Travel requirements** |

* **Infrequent Travel** - On occasions, there may be a requirement for you to travel using reasonable and suitable means available to you.

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| **Our values – WE ASPIRE** |



At Suffolk County Council our WE ASPIRE values set out the behaviours we expect from everyone in the organisation regardless of who they are, what their role or grade is or where they work.

The values have been developed through feedback and input from employees at the council and underpin how we go about our everyday work. They define us and help us to be the best we can be.

Visit our [**careers pages**](https://www.careers.suffolk.gov.uk/) for more information on our WE ASPIRE values.

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| **Our Customer Commitment** |

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In addition to our WE ASPIRE values, we also have a **Customer Commitment** which sets out a number of strong principles that help support high standards of customer service and care that we can all endeavour to consistently demonstrate.

For more information, view our [**Customer Commitment poster.**](https://sccrecruit.blob.core.windows.net/assets/SCC/Other-Docs/17.06.2020_%20CUSTOMER_COMMITMENT_POSTER.pdf)

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| **More information for recruitment applicants** |

We offer a fantastic working environment including diverse and active staff networks,

great flexible working options and many benefits, as well as the opportunity to improve the lives of Suffolk residents.

Visit the [**Suffolk County Council career website**](https://www.careers.suffolk.gov.uk/) to learn more, including information about adjustments to recruitment processes, our interview schemes and other commitments to equality, diversity and inclusion.