

<b>Job title:</b>	Business Advisor	<b>Job grade:</b>	4
<b>Location:</b>	London	<b>Salary PA:</b>	£28,000 - £35,000
<b>Function:</b>	Operations	<b>Department:</b>	Enterprise South
<b>Reports to:</b>	Regional Enterprise Manager	<b>Reports:</b>	No

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## Company

Momentic Limited is an enterprise and business development company delivering self-employment support, business advise, coaching and growth solutions across a range of UK contracts through a blend of local frontline professional teams. Our services are more vital than ever before to individuals, businesses and their wider communities as we tackle unemployment rates, businesses stagnation and those who wish to challenge a career in enterprise and business support as a life changing opportunity.

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## Delivery Programme

The contract the successful candidates will be working on gives unemployed individuals enhanced support to find work or start a business in their local area and is run by a Prime contract holder. The programme is designed to break down any employability barriers that could be holding them back from finding work. Referrals will be made over a 3-year period and provides tailored support for each client extending the provision to over 4 years.

Momentic is the specialist delivery partner in this region and will deliver all the self-employment outcomes, working closely with the Prime organisation and all the end-to-end supply chain partners, who will refer their customers interested/suitable for self-employment to Momentic to deliver the Intervention that sees the customers into sustainable self-employment.

This programme forms the basis to the next stage of our contract and organisational growth and we will build upon its position to extend our provision across the south of England.

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## The Role

The Business Advisor will work with a wide range of customers looking to start and grow their own small business. Responsible for a caseload, the Business Advisor will manage clients through a business start-up programme, identifying the support required to improve their confidence/knowledge or remove barriers to progression. Business Advisors will assess the support clients need and help them navigate a wide range of available provision, building a rapport to maintain engagement on the programme and coaching them to succeed. Key to the role is also developing and managing the relationships with the referrals organisations and their staff to generate suitable and appropriate referrals to the programme. Delivery will be both face to face in person and virtually.

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## Key Responsibilities

- Coaching and then advising and mentoring sole traders or small business owners to help them start and grow their business to a financially sustainable level. Building rapport with the clients is essential to keep them engaged and help them reach their growth potential.
- Manage client caseloads, relationships, and referrals to provision to achieve or exceed output and impact targets, capturing all required evidence.
- Undertake detailed discussions with clients to understand their suitability for the programme.
- Use appropriate tools, processes, and systems to identify any personal or business barriers and make sound recommendations for appropriate actions.
- Develop Action Plans detailing the support and actions required to help clients grow their business, deliver the appropriate training and mentoring to ensure clients engage with the identified interventions, and reflect progress made or agreed next steps in clients' Action Plans.

- Maintain client contact via face-to-face meetings, group sessions, phone, email, and Microsoft Teams/Skype. Monitor and manage key client milestones.
- Establish and maintain links with participating organisations. Work with and support other team members to ensure effective programme delivery.
- Ensure client enquiries and partner referrals are correctly recorded on CRM and associated service-specific data capturing systems, updating progress against agreed actions as plans progress.
- Closely monitor the achievement of any outputs, including new businesses created, businesses sustained and other service-specific outputs/outcomes that result from the support provided.
- Adhere to all record-keeping requirements. Complete all paperwork in line with the funding criteria in an accurate and timely manner. Work with administrative colleagues to ensure that interventions are recorded, outputs are evidenced, and all required paperwork is completed in accurate and timely manner
- Prepare monthly performance reports as set by the line manager.
- Establish and maintain effective relations with referrals partner organisations key staff members and teams to promote and explain the self-employment intervention to help facilitate high quality referrals.
- Proactively identify and engage with complimentary resources and provision that would support and enhance the self-employment delivery in the region
- Work flexibly across the region and across multiple contracts, as necessary.
- Attend regular performance and team meetings.
- Undertake business travel as required in order to perform your role effectively, this may also include working from more than one location.
- Flexibility to work outside normal working hours when required.

## Person Specification

### Experience and Qualifications

Requirement:	Essential	Desirable
Education, training and qualifications		<p>One or multiple of:-</p> <ul style="list-style-type: none"> <li>• IAG Level 4 qualifications</li> <li>• SFEDI qualifications</li> <li>• Business Coaching qualification</li> <li>• Qualification for a level 3 teaching and learning</li> </ul> <p>Degree level business education, or degree level qualification with a management body or the relevant business experience to match those</p>
Skills, knowledge and abilities	<ul style="list-style-type: none"> <li>• Proven track record in a business advisory or personal coaching role. Strong general consulting skills.</li> <li>• Practical and technical knowledge of undertaking personal and organisational needs analysis</li> <li>• Detailed knowledge and experience of facilitating early stage growth in a business</li> <li>• Good working knowledge of the challenges faced by micro and small business</li> <li>• Understanding of government policy in relation to self-employment, and the ability to understand how the services we offer may need to change if/when the external environment changes.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of benefits system</li> <li>• Specialist business growth knowledge</li> </ul>

	<ul style="list-style-type: none"> <li>• Strong interpersonal, communication and negotiating skills. Ability to engage and motivate clients from a range of backgrounds, demonstrating clear empathy and credibility</li> <li>• Good working knowledge of key national, sub-regional and local organisations and their role in supporting businesses to grow and/or removing barriers e.g. debt/housing</li> <li>• Good working knowledge of funding and contract delivery in relation to business support e.g., securing seed investment or growth funding</li> <li>• Ability to manage a caseload of clients from diverse backgrounds and needs</li> <li>• Excellent presentation and networking skills with the ability to deliver one-to-one and group sessions</li> <li>• Ability to deliver a client journey in conjunction with other professionals and/or services</li> <li>• Excellent planning, organisational, administrative and project management skills</li> <li>• Well-developed IT skills, including an understanding of computerised Management Information Systems, spreadsheets, diary management, e-mail, Excel, Word, and Case Management/CRM applications.</li> <li>• Good understanding of social media sites.</li> </ul>	
Experience	<ul style="list-style-type: none"> <li>• Proven track record in a business advisory or personal coaching, advice &amp; guidance role. Strong general consulting skills.</li> <li>• Strong knowledge of all the core self-employed elements i.e., Business reviewing and planning, Finance, Sales and Marketing etc</li> <li>• Professional experience and approach to managing and delivering start-up and, or business assessment, advice and development</li> <li>• Strong track record in helping businesses to grow</li> <li>• Proven experience of undertaking client assessments and action planning; caseload management; managing personal/economic and environmental barriers to progression across varied caseloads; providing advice and guidance; signposting and making referrals to internal and external provision</li> <li>• Proven track record of achieving and evidencing target outputs/outcomes, including client signatures</li> <li>• Experience in the self-employment sector</li> <li>• Experience of working effectively in a multi-disciplinary professional team</li> <li>• Using Project Management techniques</li> </ul>	<ul style="list-style-type: none"> <li>• Previous or current business owner</li> <li>• Presentation skills both written and oral</li> </ul>
Personal attributes	<ul style="list-style-type: none"> <li>• Ability to build trust and rapport with clients, stakeholders and colleagues</li> <li>• Ability to work effectively in a professional team/s</li> <li>• Self-motivated with ability to adapt a flexible approach to changing priorities</li> <li>• Able to plan, prioritise and implement your own workload.</li> <li>• Demonstrates enthusiasm, initiative and willingness to learn.</li> </ul>	<ul style="list-style-type: none"> <li>• Proven critical thinking and problem-solving skills</li> </ul>

Additional requirements	Must be based within the region and be able to undertake frequent travel across the region as required.	
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## Benefits

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- Holidays: 25 days' holiday, plus all bank holidays in your first year of service, increasing an extra day for each year of service up to a maximum of 30 days
- Full Induction and Training programme.
- In-house Health and Wellbeing support.
- Pension Scheme – contribution of 3% from Momentic Limited.
- Enhanced Sickness, Maternity and Paternity pay following completion of the probationary period
- Laptop and mobile phone to allow remote agile working.
- Every Momentic employee will be offered 1 day annually for community volunteering

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## Equality, Diversity, and Inclusion

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Momentic Limited is committed to applying equal opportunities at all stages of recruitment and selection, in line with its Equality, Diversity and Inclusion policy in addition to our duty under the Equality Act 2010 to have due regard to the need to eliminate discrimination; to advance equality of opportunity.

Momentic Limited is a Disability Confident Committed employer and as such, any candidate with a disability will not be excluded unless the candidate is unable to perform a duty intrinsic to the role, having considered reasonable adjustments. Reasonable adjustments to the recruitment process will be made to ensure that no applicant is disadvantaged because of their disability.