

Job description

Designation: Enterprise Support Officer

Responsible to: Enterprise Services Manager

Employees directly supervised (if any): none



1. Job Purpose

- 1.1. To assist the Enterprise Services Manager to develop and implement Harrow in Business's Strategy
- 1.2. To work at Harrow in Business and be responsible for duties allocated by the Enterprise Services Manager from within the post's job description, principally in relation to customer service, the operation of financial, administration, monitoring and information systems.
- 1.3. To report to the Enterprise Services Manager on all matters in relation to the Enterprise Agency (HIB)
- 1.4. To assist, where required, with the preparation of marketing materials to publicise the work of Harrow in Business, its objectives, projects and achievements and the maintenance of its public identity.

2. Key Responsibilities

- 2.1 To provide the front-line service for all the visitors, clients and course delegates who visit Harrow in Business on a daily basis.
- 2.2 To respond to physical, telephone and e-mail enquiries from callers
- 2.3 To ascertain client needs and signpost the clients to the appropriate HiB service
- 2.4 To provide administrative support across all parts of the organisation, in particular Investing for Success and Gateway to Finance programmes.
- 2.5 To be responsible, for the credit control, invoice payments and BACS payments as directed by the ESM.
- 2.6 To cross-sell, the services offered by Harrow in Business and Progress in Business as appropriate.
- 2.7 To record and maintain accurate records for the various projects managed by Harrow in Business
- 2.8 To regularly update and record changes to the client data on the Access database
- 2.9 To assist the Enterprise Services Manager, where required, in preparing finance information for the returns for externally funded projects.
- 2.10 To be responsible for the daily opening of post, ordering of stationery and the re-stocking of the coffee machine
- 2.11 To be responsible for the co-ordination, development, organisation, delivery and evaluation of training and events.
- 2.12 To develop and maintain a training and events timetable.
- 2.13 To service the Harrow in Business board.

3. General

- 3.1 To assist in the development of business sector support strategies.
- 3.2 To use IT to obtain and provide information required in order to carry out the duties of the post.
- 3.3 To contribute to the formulation of the team's work programme and to its regular review during one-to-one meetings and team meetings, providing the opportunity to feed into the formulation of aims, objectives and targets for the work of the organisation.
- 3.4 To support and participate in a variety of external working groups and partnerships, to maintain working relationships to share information, develop common understanding and progress agreed strategies.
- 3.5 Attendance at both internal and external meetings, including occasional evening's meetings and working groups as required.
- 3.6 To assist in the preparation, development, implementation and evaluation of strategies, plans, and initiatives.

4. Equal Opportunities

- 4.1 To be familiar with the Harrow in Business Equal Opportunities Policies, and to implement them in relation to the job's responsibilities
- 4.2 To promote the Harrow in Business Equal Opportunities Policies throughout the recruitment, career development, service delivery and communication responsibilities of the post

As a small business, that serves a diverse and constantly changing customer base Harrow in Business needs to remain a flexible and responsive organisation.

Whilst this job description relates to a specific HiB current role, there is an implied expectation of team working and engagement in areas that fall within the wider remit of the overall business

Selection Criteria

POST TITLE: Enterprise Support Officer

Essential Requirements

MOST IMPORTANT

Selection criteria are the skills and experience that are considered essential for the candidate to possess in order to carry out the duties of the job satisfactorily. Applications that do not directly address each of the Selection Criteria separately will not be considered for short-listing.

Job applicants are expected to explain in either their written applications or at interview how they meet all of the following criteria, so that this information can be considered during the short-listing process.

1. ESSENTIAL REQUIREMENTS

- 1.1. An understanding of the economic, social and environmental policy issues relevant to enterprise support, and the ability to address these issues in relation to job responsibilities.
- 1.2. An understanding of business support programmes, with reference to start ups, business survival and competitiveness.
- 1.3. A commitment to HiB's equal opportunities policy and the ability to understand and implement the policy in relation to the job responsibilities.
- 1.4. Ability to manage a varied workload including competing priorities.
- 1.5. Ability to use relevant IT systems, and to develop the role of IT in relation to the duties of the post, including to write reports, collection, analysis and presentation of information, and assist in developing project monitoring arrangements.
- 1.6. Good written and oral communication skills in order to produce a wide range of reports and input to bids, attend meetings and communicate effectively with residents, businesses, community & voluntary organisations, council officers and elected councillors.
- 1.7. An ability to manage budgets, monitor targets, outputs and expenditure and processing financial claims.