FALKIRK COUNCIL

make it happen
council of the future

Job Profile

Job Title:	Business Adviser
Reporting to:	Principal Officer - Business Support
Responsible for Line Management of:	N/A
Your Job is to:	Provide a range of high quality business advice, guidance and support to start ups, and existing businesses to assist with growth, survivability, resilience and diversification. Assist with the delivery of grant schemes and other business support programs, and refer businesses to programs in Falkirk and Regional level. Assist with the delivery of Business Gateway services in Falkirk.
Grade:	I

What you will do :

Job Specific Tasks

1. Provide a range of high quality business advice, guidance and support to start ups, and existing businesses to assist with growth, survivability, resilience and diversification.
2. Assist with the delivery of grant schemes and other business support programs, and refer businesses to external programs of support
3. Assist with the delivery of Business Gateway Services in Falkirk.
4. Maintain effective records of all business supported according to Business Gateway procedures .
5. Deliver key Business Gateway and business support workshop sessions relating to Start-up and SME growth.
6. Identify, progress and evaluate business support opportunities and programmes, at local and Regional levels to source external funding and liaise with banks and other intermediaries.
7. Provide professional advice and guidance on business support issues to the Council, customers and all other Service users.
8. Participate in and contribute to Departmental, Inter-Departmental and Inter Agency/Authority, Joint Ventures, corporate working and operations.in Falkirk and at a Regional level
9. Carry out other responsibilities assigned by the Growth and Investment Manager/Principal Business Support Officer

Job Demands

1. You will be working in a mobile/flexible working environment.

2. You will be required to plan and organise your own workload.
3. You will be required to contribute to development of plans and strategies.
4. You will be required to deal with conflicting priorities and deadlines.
5. You will be responsible for accounting for financial resources.
6. You will be expected to communicate well with colleagues and others.
7. You will have excellent written and verbal communication skills.
8. You may be required to interact with demanding/angry individuals.
9. You may encounter individuals who do not agree with decisions made by the Council.
10. You will provide a front-line service to council customers.
11. You will assess the needs of individuals or groups.
12. You will be required to provide advice, guidance or personal services to individuals or groups
13. You will be responsible for handling and processing information.
14. You will be responsible for moderately expensive equipment.
15. You must be mobile throughout the Council.
16. You will be required to use your own initiative.
17. You will be required to exercise sound professional judgement.
18. You will be required to maintain up to date knowledge of relevant legislation.
19. You will occasionally be required to work out-with normal office hours.
20. You will be required to maintain confidentiality at all times.
21. You will be required to work as part of a team.

Health & Safety

1. Work safely and follow procedures.
2. Take care of own health and safety and that of others whilst at work.
3. Comply with the Council's Health and Safety Policy.
4. Help create and promote a positive health and safety culture.

Person Profile

Essential Education & Professional Qualifications & Memberships	Ideally you will have	How we assess this
• Excellent numeracy and literacy • Degree in	• Membership of IED or EDAS or other professional body	Application Form Qualification
Essential Skills, Knowledge & Experience	**Ideally you will have**	**How we assess this**
• Presentation skills • Organisational skills • Customer care skills • Analytical skills • Report writing skills • Problem solving skills • Attention to detail • Relevant experience is required. • Experience working as part of a team. • Ability to organise competing demands. • Experience using MS office packages. • Experience working in a front line customer service environment. • A wide understanding and experience of Business Gateway and the Business Gateway Customer Relationship Management system. • Premier Advisor accreditation (Diploma in Business Advice and Counseling) • A wide understanding and knowledge of business management and business issues in small, medium and large businesses. • An understanding of areas of legislation relating to business is essential, as is a good awareness of Government policy, economic / trading conditions and other current issues affecting businesses	• Coaching skills • Mentoring skills • People management skills • Experience in working in Public Sector or political environment. • Experience building relationships with external agencies. • Gaelic language skills	Application Form Interview Qualification

• A thorough understanding of local economic development activities and related functions in local authorities and the public sector • A wide understanding and knowledge of business management and business issues in small, medium and large businesses.		
Falkirk Council Values & Behaviours		**How we assess this**
• Demonstrates behaviours which are consistent with Falkirk Council Values **(Responsive, Innovative, Trusted, Ambitious)**		Application Form Interview