

This post is part funded by the European Regional Development Fund.

Coventry & Warwickshire Chamber of Commerce

Coventry & Warwickshire Enterprise & Business Growth Package

Job Description

Job Title: ICT Business Advisor

Salary: £33,000 - £37,000 per annum.

Main Duties and Responsibilities

To support small and medium sized businesses (SMEs) to exploit new technologies enabled by superfast broadband.

To carry out an ICT diagnostic, evaluating the needs of a business and recommend suitable interventions in order for a business to maximise the benefits of improved ICT in their strategic growth plans.

To assist the business, providing independent and impartial advice to specify, procure and project manage the required solution, e.g. website

Proactively develop relationships with SMEs eligible for support

Carry out a range of engagement activities to build a case load of eligible and suitable SMEs, ensuring an adequate pipeline in order to meet monthly performance targets.

To work with new and established businesses on a 1:1 basis to develop and implement an action plan focused on opportunities for growth based on the effective use of ICT

To develop, write and deliver 1: many sessions/seminars on a range of topics, including Social Media, Search Engine Optimisation, Remote working, Online Marketing, Managing your suppliers and Reaching New Markets, Future proofing your Business, Content marketing tools to implement.

To understand and translate the opportunities of Superfast Broadband across Coventry & Warwickshire and promote the availability of superfast broadband connection vouchers.

Build relationships with partner organisations and key stakeholders to raise the profile of the Chamber's Digital Broadband Business Support programme

To develop and maintain relationships with Business owners, to include meetings and ongoing support to ensure expectations are fulfilled

Assist businesses to secure other resources needed for the implementation of action plans.

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To ensure Businesses expectations are fulfilled, and where appropriate make referrals to other publicly funded support and/or the private sector

To work to a set of targets, based on numbers of businesses assisted, jobs created as a result of the assistance provided, as well as referrals, and monthly activity targets

General Duties and Responsibilities

Maintain accurate and timely records via the Chamber's CRM system

Undertake training, continuous professional development and accreditation processes as required for the post

Keep informed of national and local policies and initiatives in respect of business growth and development

Undertake all work with due regards to the Chamber's Quality Standards and Health & Safety and Equal Opportunity Policies

Other duties as required to fulfil overall Chamber operational objectives.

Person Specification

Excellent understanding of ICT, future trends and the opportunities for businesses to exploit Superfast enabled technologies

Understanding of SME business life-cycles, stages of development and their relevance in relation to business growth

A minimum of two years experience providing business advice to Small and/or Medium size Enterprises (SMEs)

Substantial experience of delivering 1: many workshops/seminars on ICT issues, with a specialism in one or more of the following areas, Online Marketing, Social Media, Cloud Computing, Search Engine Optimisation.

Ability to analyse information, formulate conclusions and make recommendations

Ability to support a range of SMEs, from Starts Up, to more established businesses.

Ability to deliver formal and informal presentations and adapt style according to the audience

Excellent working knowledge of Microsoft Office particularly Excel and Word and Gmail and associated products

Ability to communicate verbally and in writing with a wide range of people

Ability to build and maintain good client relationships

Proactive approach to work

Highly organised with ability to work on own initiative to drive results and meet performance targets

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A commitment to equal opportunities

Able to work flexible hours, e.g attend breakfast and evening events

Degree or equivalent level qualification

Driving license and use of a car for business purposes



European Union

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