



Job Description

Job Title: Business Account Manager

Department: Business Support

Reporting to: Acting Head of Economic Intelligence, Business Support and Careers Education

Salary: £42,500

Term: Full time, permanent

Location: Remote Working & Regular Travel

About Us

Coast to Capital has a crucial role to play in helping to support economic recovery and new business realities. As a region which has always made a significant net contribution to national prosperity, Coast to Capital has a lot to offer. We concentrate on the most important opportunities to sustainably grow our business base, attracting investment, and generating jobs.

We aim to build an economy which is more diverse and more resilient, and with the necessary infrastructure upgrades to drive job creation, build supply chains between large and small business and provide training opportunities for residents. We are committed to harnessing this new responsibility and position of influence by providing leadership to the regional economy.

Our **Growth Hub** provides exceptional business support in the Coast to Capital area (West Sussex, East Surrey and Greater Brighton). This service is funded by Government and provides free and impartial help for ambitious, innovative and high-growth potential businesses. We work with business leaders to help them to develop effective growth strategies. We are passionate about working with business leaders to support their businesses to thrive and connect them to experts, investors, funders and local, national and international opportunities.

The Role

The Business Account Managers will form an integral part of an active Business Support team, to deliver quality and expert business support; helping individuals and businesses access the necessary advice to enable and facilitate the provision of innovation and growth. This is achieved by identifying the growth needs of businesses, developing a growth action plan of deliverables and facilitating introductions to specialists and mentors who can support them to achieve those deliverables.

The post will involve frequent travel throughout the entire Coast to Capital area and has a high degree of autonomy.

Main Responsibilities

- Work with the Business Support team to proactively develop and implement a plan to target and engage with high growth potential businesses within the Coast to Capital area.
- Provide quality support to businesses drawing on their own experience, expertise and relationships and those of their colleagues; assisting them to reach their full growth potential and to support their delivery of outputs/outcomes in terms of improved performance, GVA growth, new jobs created, and jobs safeguarded.
- Collaborating with colleagues to develop the Coast to Capital commercial business support offering.
- Build strong networks internally and externally, establishing effective strategic relationships with both businesses and stakeholders, to help build their knowledge and the promotion of the business support service offers.
- Ensure the delivery of business support services, in line with any contractual commitments to BEIS, to include collating quarterly and annual returns in line with reporting requirements.
- Develop Client Action Plans to include referrals to other funded support initiatives including those funded through Government funds.
- Provide effective follow-up communication to individual clients and businesses.
- Achieve high levels of customer satisfaction and responsiveness to complaints/concerns raised, displaying a high level of professionalism.
- Achieve agreed objectives and targets, monitor own progress and report results.
- Ensure effective reporting of business support in line with agreed procedures, and logging all activity on the Coast to Capital client relationship management (CRM) system.
- Provide regular business intelligence, data capture and analysis through our CRM to include local impacts, narrative on issues facing businesses or sectors, to enable Coast to Capital to be influential and valued by our partners/stakeholders.
- Represent Coast to Capital at relevant local, regional and national events.
- Provide support, assistance or other functions that are considered necessary to meet the business needs of Coast to Capital.
- Adhere to our company values and behaviours.
- Maintain relevant professional knowledge.
- Commitment to delivering business support exclusively on behalf of Coast to Capital.
- Notwithstanding your specific job title, you may be required by Coast to Capital to perform any additional or other functions that Coast to Capital considers necessary to meet the needs of Coast to Capital.

Skills, Competencies and Experience

Essential

- Experience in engaging and supporting businesses at senior levels.
- Organisational skills such as time management, multi-tasking and client portfolio management.
- Communication skills such as listening, presentations and public speaking.
- Analytical skills to support effective decision making such as critical thinking and problem solving.
- Teamwork skills such as stakeholder engagement, building relationships and working effectively with a small team.
- IT skills such as competence in Microsoft Office packages and CRM systems.
- Attention to detail skills such as keeping accurate records.
- Motivational skills such as ability to work on own initiative and a commitment to life-long learning and development.
- Interpersonal skills such as networking, flexibility and empathy with our values and a supportive culture that promotes kindness and wellbeing.
- Holds driving licence and has access to own transport.

Desirable

- Experience of analysing business financial information including balance sheets, P&Ls and cashflows
- Experience of matching and facilitating introductions to business support services.

How to apply

Please send your CV and covering letter which sets out your interest in the role, highlights your relevant experience and states how you meet the skills and competences to Alice Masterson, Delivery Administrator
alice.masterson@coast2capital.org.uk by **17:00 on Friday 5 August 2022**.

- We expect interviews to take place during the week commencing **8 August 2022** and if you choose to apply you will be kept updated on the outcome of your application.
- If you are successful at interview stage you may be invited for a follow up interview before appointment.
- For some roles a short skills test or presentation is included at interview stage.
- For successful applicants, Coast to Capital will undertake face to face interviews however if you have any special requirements to assist you in attending an interview, please let us know when applying and we will make every effort to accommodate your needs.

By applying for this role, you accept the terms of our [Privacy Notice](#).

Equality, Diversity and Inclusion

Coast to Capital is committed to achieving diversity and equality of opportunity both as an employer and as a commissioner of services. Our Equality and Diversity Policy is available on our website www.coast2capital.org.uk. If you have any special requirements to assist your understanding of the role or to attend an interview, please let us know when applying and we will make every effort to accommodate your needs.