



Job Description

Job Title: Growth Relationship Associate

Department: Growth Hub

Reporting to: Growth Relationship Team Leader

Salary: £34,500

Term: Permanent full-time

Location: Three Bridges, Crawley * *Due to COVID-19 Coast to Capital has been working remotely however due to restriction being lifted Coast to Capital's office is open three days a week and adheres to COVID-19 secure measures. Coast to Capital will be consulting with employees over future working arrangements and possible hybrid working model. **

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.

Our Offer

We are a small but passionate and high performing team which is ambitious for the Coast to Capital area. **Ambitious** is one of our corporate values along with **Focused, Trusted, Champion** and **Diverse**, and we are all working hard to make Coast to Capital an 'Exceptional' Local Enterprise Partnership. Our Senior Management Team is committed to creating and promoting a diverse, open and inclusive culture. Our supportive environment is important to us and employee wellbeing is a key priority.

For a small company, we offer an excellent benefits package for employees, details of which can be found [here](#). You can find further details on how to find us [here](#). Take a tour of our excellent facilities [here](#).

The Role

Our **Growth Relationship Associate** will work with high growth potential businesses and help them develop their growth plans and facilitate the provision of expert help. The role includes proactively identifying these business and working with them to achieve their growth plans, ultimately making an impact on GVA and jobs. This is achieved by identifying their growth needs, developing a growth action plan of deliverables and facilitating introductions to specialists and business support organisations who can help them to achieve those deliverables. The post will involve frequent travel throughout the Coast to Capital area (but focussing on the East Surrey and North Gatwick Diamond areas) and has a high degree of autonomy. There is flexibility for the post holder to work from home.

Main Responsibilities

- Work with Growth Hub colleagues to proactively develop and implement a plan to target and engage with high growth potential businesses within the Coast to Capital area but with a focus on East Surrey and North Gatwick Diamond areas.
- Provide support to targeted growth potential businesses drawing on their own experience, expertise and relationships and those of their colleagues.
- Develop Client Action Plans which include referrals to other funded support initiatives including those funded through Government funds.
- 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.
- Provide documentation and reports of activity in line with agreed procedures, including the production of business diagnostics and action planning documents, logging all activity on our Customer Relationship Management system and providing follow-up communication to individual clients.
- Work seamlessly with identified partner organisations for the benefit of individual customers.
- Act as an enthusiastic ambassador for Coast to Capital and the Growth Hub, attending relevant events and engaging with organisations and other relevant networks to build their in-depth knowledge.
- 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.

Skills, Competencies and Experience

Essential

- Experience in engagement with 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 within 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.
- Ability to travel around the East Surrey and North Gatwick Diamond areas, reducing the carbon footprint wherever possible.

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 **10 August 2021**.

- We expect interviews to take place during the week commencing **09 August 2021** 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.