

# Coast to Capital

## Job Description

**Job Title:** Growth Relationship Manager

**Department:** Growth Hub

**Reporting to:** Growth Relationship Team Leader

**Salary:** £34,500

**Term:** Permanent full-time

**Location:** Three Bridges, Crawley – Our workforce is currently working remotely, with a plan to return to our offices in Three Bridges in the coming months.

## About Us

As a **Local Enterprise Partnership** we are here to provide strategic leadership to drive economic growth and the sustainable success of this beautiful, vibrant, and exceptionally well connected area. We have already secured over £300 million of public investment to ensure our economy is future-ready and to raise our profile even further we are developing a strong **Local Industrial Strategy**. We are collaborative to our core, passionate about the success of this area, and believe that by working together, there's nothing we can't achieve.

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

Our **Growth Relationship Managers** work with high growth potential businesses and help them develop their growth plans and facilitate the provision of expert help. This 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 mentors who can support them to achieve those deliverables. The post will involve frequent travel throughout the Coast to Capital area and has a high degree of autonomy. There is flexibility for the post holder to work from home.

## Main Responsibilities

- Work with the Growth Hub team to proactively develop and implement a plan to target and engage with high growth potential businesses within the Coast to Capital area.

- Provide support target 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 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.

### **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](#) and take a tour of our excellent office facilities [here](#).

## **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 Kristel Smith, Office Manager at [kristel.smith@coast2capital.org.uk](mailto:kristel.smith@coast2capital.org.uk) by **24 August 2020**. Please note that we will only progress applications that include both a CV and covering letter.

- We expect interviews to take place during the week commencing **07 September 2020** 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 with a member of the Senior Management Team before appointment.
- For some roles a short skills test or presentation is included at interview stage.

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](http://www.coast2capital.org.uk). If you have any special or disability-specific 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.