

Job Title	Client Registration Officer
Reports to	Client Registration Team Leader
Division	Business Wales
Salary Banding	£23,500 - £25,000 per annum
Date Written	August 2023
Location	Permanent Home worker

The Contract:

Business in Focus is the lead delivery partner in Enterprise Partnership Cymru (EPC), along with Menter Môn, M-SParc and an eco-system of support agencies across Wales. EPC has won the contract to deliver the Business Wales service on behalf of the Welsh Government, providing advice and support to entrepreneurs pan-Wales.

The Entrepreneurship and Start-Up Service focuses on providing a wide range of advice to young people and start-up businesses through a variety of means including digital, telephone and face to face support.

EPC was successful in their bid to deliver both Business Wales advice services; Entrepreneurship and Start-up Service (ESU) and Business Development and Growth Service (BDG).

The Role:

Support pan Wales delivery of the Business Wales service. To process enquiries into the service model, providing information, signposting and referring to internal and external stakeholders. To provide client relationship management support to the Community Engagement, Start-up Assessors & Start-up advisory teams.

Key Responsibilities:

1. Act as the first point of contact for client enquiries, undertaking initial diagnostic to accurately determine eligibility for support and growth potential along with any additional client needs, referring and processing each enquiry accordingly, e.g. refer to appropriate level/specialist in delivery model, etc.
2. Where appropriate provide information, signpost and/or make referrals to specialist partner organisations and intermediaries as appropriate, documenting in accordance with procedures and within prescribed timescales.

3. Work with Advisers & Start-up Assessors to maintain client relationships, supporting clients during the client journey at prescribed intervals. Cross-refer to retain engagement with the service or signpost to external partners as appropriate, and review client satisfaction.
4. Undertake the accurate management of client data ensuring all activity is recorded on IT systems and intervention outcomes are evidenced and documented compliantly.
5. Undertake duties to a high standard of customer service in a professional and timely manner. Maintain good knowledge and understanding of public and private sector support and services available for SMEs for the region.
6. Support the Client Relationship Team Leader by identifying and making recommendations for continuous improvement, e.g. procedures, systems of work.
7. Undertake any other duties as reasonably required by the Management Team of Business Wales.

Equality & Diversity:

1. Promote the equality and diversity through the business support and information provided to Business Wales' clients.
2. Maintain an up to date awareness, training and CPD of equality & diversity issues and how to professionally deliver an inclusive service to all clients.
3. Deliver an inclusive service in line with the Business in Focus values and Welsh Government contractual requirements.

The above is a broad definition of the job responsibilities. It does not take into account every aspect of the job which the jobholder may be required to perform. Flexibility is essential since the jobholder's working hours will be determined by the requirements of the business.

PERSON SPECIFICATION

	Essential
Education/ Training	
Experience	<ul style="list-style-type: none"> • Working in a support services team to undertake high volume of client enquiries and deliver an effective service to a high standard of customer service • Working under pressure to achieve team targets/regional objectives • Working within an environment that requires accuracy, to be compliant to prescribed internal and external audited standards and procedures
Knowledge	<ul style="list-style-type: none"> • Good understanding of how small local businesses operate and the needs of SMEs in the context of the regional economy,
Skills/ Competencies	<ul style="list-style-type: none"> • Effective in determining priorities, planning time, organising workload to establish measurable results, objectives and milestones for self. • Customer Service – Works and collaborates with others effectively, is able to identify needs and deliver workable solutions, manages expectations, modifies individual approach to different situations. • Analysis and use of evidence – gathers the relevant information, presents evidence concisely • Effective working productively under pressure, adapts and accepts changing circumstances • Ability to interact effectively with people, establishing and maintaining effective working relationships • Good interpersonal skills and relates well to people at all levels. Confident communicator with networking skills for promoting the service • Acts with integrity, defends equal opportunities and leads by example to uphold organisational ethics and values • Excellent IT skills and Microsoft Office • Welsh Speaker is highly desirable • A satisfactory basic DBS check

PERSON SPECIFICATION

	Highly Desirable
Education/ Training	<ul style="list-style-type: none"> • Business related qualification, e.g. ILM Level 2 Business Support, NQF Level 3 Business Administration, or higher
Experience	<ul style="list-style-type: none"> • Good work experience with public sector and/or public sector service providers • Good experience working in business support in either public or private sectors • Experience of working with EU funds • Working in a service that is compliant to equality and diversity, delivering an all-inclusive service
Skills/ Knowledge	<ul style="list-style-type: none"> • Knowledge of business support available from Public and Private sectors • Knowledge of EU funding requirements • Knowledge of equality and diversity when providing a public service • Welsh Speaker is highly desirable for North and/or Mid/West regions
	Job Holders Signature:
	Job Holders Name:
	Date: