


<b>Profile Title:</b>	SCR Growth Hub Gateway & CRM Officer			
<b>Reports to:</b>	SCR Growth Hub Senior Gateway Officer			
<b>Employee Management:</b>	None	<b>Profile Ref:</b>	106181 (Grade 06)	
<b>Purpose of the Post</b>				
<p>To support the operation of the Sheffield City Region (SCR) Growth Hub function and activities working with businesses.</p> <p>Responsible for providing a first-line of support to businesses within the SCR, undertake the initial 'diagnosis' function, collect management information and administer the service specific functions and make appropriate referrals within the structure of the Hub.</p>				
<b>Responsibilities</b>				
<ul style="list-style-type: none"> <li>To provide an effective and professional administration service for the Growth Hub CRM and associated client and company data, including the production of all reports and performance reporting dashboards for the Gateway and wider Growth Hub activity.</li> <li>To effectively use the Growth Hub's chosen CRM package and ensure proficient and comprehensive management of data including inputting and record keeping for all business transactions.</li> <li>To provide an effective and professional 'gateway' service for start-ups and companies of all sizes looking to access business information and advice.</li> <li>To broker and co-ordinate effective referrals, meetings and knowledge exchange between business customers and relevant services within the Growth Hub 'offer'.</li> <li>To proactively target new clients to make them aware the business support and advice available through the Growth Hub.</li> <li>To undertake qualitative follow-up with all clients of the Growth Hub and provide feedback to the relevant services and teams involved.</li> <li>To provide information to respond to basic level or generic investment enquiries in support of the SCR Inward Investment Team – making referrals as appropriate.</li> <li>To keep abreast of local and national business support developments to ensure the Growth Hub Knowledge Bank is as up to date as possible.</li> <li>To engage in regular communication with clients or businesses more generally, through social media, promotional events and other channels as appropriate.</li> <li>To build and maintain excellent working relationships with key intermediary partners and Local Authority delivery teams.</li> <li>Any other relevant duties and responsibilities as may arise.</li> </ul>				
<b>Qualifications / training</b>			<b>Measure</b>	<b>Rank</b>
<ul style="list-style-type: none"> <li>Level 3 qualification</li> </ul>			A/C	E
<ul style="list-style-type: none"> <li>Relevant professional qualifications or experience in relation to providing business advice and guidance.</li> </ul>			A/C	D
<ul style="list-style-type: none"> <li>Relevant qualifications or experience in relation to CRM administration and data management</li> </ul>			A/C	D
<b>Relevant Experience</b>			<b>Measure</b>	<b>Rank</b>

<ul style="list-style-type: none"> <li>• Experience of proficient administration, utilisation and updating of a CRM for reporting and monitoring company engagements.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>• Experience of the administration of Microsoft Dynamics CRM.</li> </ul>	A/I	D
<ul style="list-style-type: none"> <li>• Experience of building and maintaining productive relationships with stakeholders – both internally within, and external to the organisation.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>• Experience of delivering basic level advice and guidance to business ranging in both size and operational sectors.</li> </ul>	A/I	D
<ul style="list-style-type: none"> <li>• Evidential experience and self-management of a varied and demanding workload.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>• Experience of working in the public/private interface.</li> </ul>	A/I	D
<b>General and Special Knowledge</b>	<b>Measure</b>	<b>Rank</b>
<ul style="list-style-type: none"> <li>• Knowledge of partnership working practices and principles.</li> </ul>	I	E
<ul style="list-style-type: none"> <li>• Knowledge of CRM requirements and protocols in order effectively operate and utilise in a business facing environment.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>• Knowledge of wider sources of business support and information.</li> </ul>	A/I	D
<b>Skills and Abilities</b>	<b>Measure</b>	<b>Rank</b>
<ul style="list-style-type: none"> <li>• High level/strong communication, negotiation and interpersonal skills with the ability to deal with a variety of internal and external stakeholders.</li> </ul>	I	E
<ul style="list-style-type: none"> <li>• Good organisation and time management skills with the ability to work under pressure, prioritising workloads and work under own initiative to ensure deadlines are met.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>• Ability to adopt an effective approach to problem-solving, adapting to changes in circumstances or information.</li> </ul>	I	E
<ul style="list-style-type: none"> <li>• Ability to work as part of a team and in partnership with others to deliver common goals.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>• Accurate and methodical in the preparation, presentation and storing of documentation/data/information.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>• Excellent interpersonal and networking skills; ability to get on with people at all levels.</li> </ul>	I	D
<ul style="list-style-type: none"> <li>• Working proficient knowledge of Microsoft applications.</li> </ul>	A	E
<b>Additional Requirements</b>	<b>Measure</b>	<b>Rank</b>
<ul style="list-style-type: none"> <li>• Willing to work flexibly in accordance with policies and procedures to meet the operational needs of the business.</li> </ul>	A/I	E
<ul style="list-style-type: none"> <li>• Commitment to continuous improvement and development.</li> </ul>	A/I	E