

Black Country
Chamber of
Commerce

IGNITE BUSINESS HUB OFFICERS x 2

JOB DESCRIPTION & PERSON SPECIFICATION

Last Updated 27 January 2022

Table of Contents

- 1. THE BLACK COUNTRY CHAMBER OF COMMERCE 3
- 2. ABOUT THE ROLE 4
- 3. RELATIONSHIPS 4
- 4. ORGANISATIONAL CHART 4
- 5. MAIN ACCOUNTABILITIES..... 5
- 6. PERSON SPECIFICATION 7
- 7. GENERAL INFORMATION 9

1. THE BLACK COUNTRY CHAMBER OF COMMERCE

BUSINESS IS DONE BETTER TOGETHER

Celebrating its 21st year in 2022, the Black Country Chamber of Commerce is the successor organisation to a legacy spanning across three centuries and remains the leading business support organisation for firms operating across, based within or seeking to do business in Wolverhampton, Dudley, Sandwell and Walsall; providing a range of services and products which make the process of doing that business easier and help members to overcome barriers and limitations to growth as a powerful voice for the business community.

This is a dynamic and exciting time for us following an intensive period of modernisation and restructure in order to become a contemporary and forward-looking organisation with the ambition to be one of the best Chambers of Commerce in the UK and, at a time when our members are operating in a vastly different trading environment following the UK's exit from the EU, the worst economic downturn on record and the lingering shadow cast by COVID-19.

We are passionate about working with individuals and companies who want to shine a spotlight on the region and join us in putting Wolverhampton and the Black Country on the map as an inspiring place to do business.

2. ABOUT THE ROLE

These two new roles will join us, on an initial one-year fixed term basis, to deliver an exciting new contract with Wolverhampton City Council at the new iGNITE business workspace and start-up centre in the centre of the City in the i10 building.

Standing for *Innovate, Growth, Navigate, Ideas, Technology, Entrepreneurship*, iGNITE will be the go-to place for enterprising thinkers, start-up businesses, events, training and a place where business people can meet, share ideas and work from in an informal but professional environment.

Postholders should have an understanding of the business start-up marketplace, products and services to help business develop and succeed. They should be able to organise events and training suitable to the centre users, front of house responsibilities and always be working with potential customers, via telephone calls or social media campaigns, to ensure the space is utilised to its full capacity. They should be comfortable dealing with a variety of stakeholders and be able to engage with people at all levels promoting iGNITE to ensure the ongoing success of the project. They will carry out ongoing market research to ensure the effectiveness of the project and explore new initiatives that will help businesses.

RELATIONSHIPS

These roles will play a vital role as ambassador for and champion the work of iGNITE. As such, relationships and daily interactions can be varied and engage with different businesses and people.

We have outlined a summary of some of these key relationships and audiences:

Black Country Chamber of Commerce Teams

Marketing, Communications, Policy, Press, Digital, Events, Training, Advertising, Account Management, International Trade, Finance, Administration, Senior Managers, Board Members, Department of International Trade (DIT).

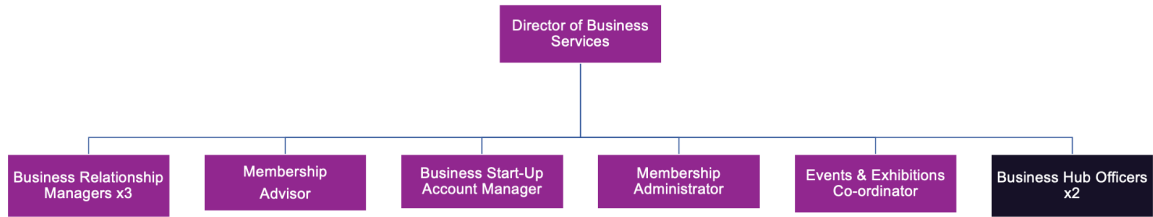
Wolverhampton City Council Teams

Skills & Employment, The Wolves@Work Programme, Communications, Facilities, Councillors, Finance, Senior Management, IT

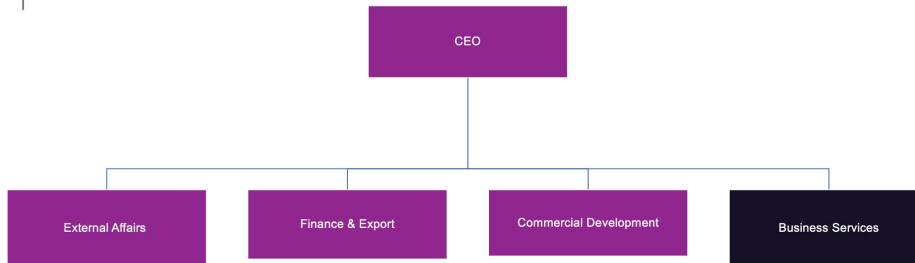
Wolverhampton University

3. ORGANISATIONAL CHART

These Roles sit within the Business Services Team:



As part of one of a number of teams delivering for our members and the business community:



4. MAIN ACCOUNTABILITIES

Outlined below are the main accountabilities of these Roles:

- Support the success of iGNITE working in consultation with, Director of Business Services and Head of City Investment (The City of Wolverhampton Council)
- Lead on the design, development and implementation of a range of planned and reactive events, training courses and activities that will serve the customers of the Hub. Ensure all training, workshops and events are relevant to the Hub customers, providing networking opportunities ensuring ongoing engagement.
- Lead on the gathering of a range of research initiatives and taking key messages, themes, trends and converting them into digestible and engaging reports or content for dissemination to members, stakeholders and other audiences

Sensitivity: NOT PROTECTIVELY MARKED

- Maintain contact with business start up customers, entrepreneurs and Hub users to ensure they are utilising the workspace
- Carry out market research with businesses in Wolverhampton and the Black Country to ensure products and services remain fit for purpose and delivering the expectation of the customers.
- Work closely with the marketing teams of all stakeholders to ensure the Hub message (including the links and content to partner's websites) is clear, correct and reaching the right audience.
- Ensure stakeholders are briefed of all activities at the Hub.
- Recruit, support and oversee the delivery of a number of events, training courses and networking opportunities at the Hub. Ensure all events are administered correctly i.e. joining instructions etc and areas are kept tidy before and after use.
- Ensure the space represents all stakeholders and becomes the go to place for businesses across Wolverhampton and the Black Country.
- Research articles, news feeds, business tips relevant to the customers of the Hub and share accordingly, building a database/network of customers that will build the reputation of iGNITE
- Complete and ensure all administration relating to the role requirements
- Reports to Director of Business Services
- Ensure that all events activities are delivered in line with the Chamber's Health and Safety policies
- To carry out other duties commensurate with the role and role grade as required and directed from time to time
- Ensure any operational activity at the facility is managed appropriately
- To build a high-profile rapport with customers, be visible and create an excellent, quality 'customer experience' within the hub.
- Personally, review the ongoing levels of customer comments and complaints taking appropriate action when necessary.
- Lead, manage and organise all aspects of the hub's day to day operations, ensuring the centre runs efficiently within agreed policies and procedures.
- To achieve a business plan for the hub, ensuring that the usage of the Hub is sustained and grows.
- Liaise with the Council and Chamber, to achieve the business plan.

- Manage and implement all Health and Safety requirements.
- Identify, review and research opportunities for improvements and innovations which maximise opportunities to realise social objectives, recommending appropriate courses of action.
- Actively develop and maintain effective relationships and partnerships. These would be internally with other departments; with users and other bodies. This is to ensure effective operation of the hub and to raise awareness and use of the hub.
- Ensure awareness of developments, policies, practices and procedures through regular and effective communication processes.
- Fully participate and engage with the IGNITE Project Board and on-going assessment of performance.

To undertake any other duties commensurate with the post's level of responsibility.

5. PERSON SPECIFICATION

A person's suitability for the role and how they meet the below criteria will be assessed during the application, interview and any assessment stages:

AREA	ESSENTIAL	DESIRABLE
KNOWLEDGE		
Knowledge of Business Start up initiatives		X
An understanding of the Black Country economy, key sectors, issues, and businesses particularly pertinent to Business Start Ups	X	
Knowledge of other organisations involved in business support i.e. referrals		X
EXPERIENCE		
Experience of delivering a broad range of events or training courses	X	
Evidence of carrying out lead generation activities	X	
Experience of working within a business support organisation		X
Experience in a business-to-business role	X	
Experience of creating and delivering events and training courses which make a demonstrable impact	X	

Experience of completing market research into business issues		X
SKILLS		
Excellent customer service skills	X	
Excellent communication skills both written and oral	X	
Strong organisational skills with a passion for and meticulous attention to detail	X	
Excellent administration skills	X	
Experience of managing complex projects with multiple stakeholders		X
Ability to work on own initiative and as part of a team	X	
Ability to gather research from a broad range of sources		X
Possess an entrepreneurial and creative flair and ability to identify and embrace opportunities		X
Flexibility with working hours. Some evenings and weekend work may be occasionally required	X	

6. GENERAL INFORMATION

These Roles will be based at the IGNITE business workspace and start-up centre in the centre of the City in the i10 building.

The role may have the potential for a number of early starts, late finishes.

The role reports into the Director of Business Services.

This is a full time position for 12 months.

The salary for this role is £24,000 to £28,000 depending on experience and consists of 35 hours per week.

Pension contribution + other benefits are available.

At the Black Country Chamber of Commerce, we embrace equality and diversity and are proud to employ a diverse team who towards delivering value for our members and make the region a great place to live, work and do business in.