

JOB DESCRIPTION:

Growth Hub Connector – Covid ERDF Response

PRINCIPAL RESPONSIBILITIES:

1. Support businesses impacted by Covid 19 to identify appropriate solutions to help them restart and recover including the ERDF Covid Grants offers.
2. Liaise with NBSL (operators of the Covid ERDF Grant Funds) to facilitate the smooth delivery of the Grant Funding across the NELEP area.
3. Provide ERDF eligibility expertise for the wider Growth Hub Connector Team.
4. Work with businesses to diagnose and understand the impact of Covid 19 on the business and the support needed to help them restart and recover.
5. Work with businesses to develop a support specification that pinpoints the solutions and providers who can support the business to tackle barriers and realise opportunities.
6. To provide managed introductions to business support providers and support the business through the on boarding process as required.
7. To monitor progress to ensure that the business's needs are effectively fulfilled.
8. To collect client and customer journey information as required by the Growth Hub's monitoring and evaluation framework.
9. To continually update knowledge and understanding of the North East's business support landscape and how business support providers can fulfil the specific needs of businesses.
10. Notify and ensure content on the Growth Hub accurately reflects business support schemes and has the appropriate tagging.
11. Enter and manage data in the CRM system, keeping track of clients' progress and interactions, ensuring accuracy of records at all times.
12. Respond to calls, and make proactive calls, taking ownership of Covid related enquiries to ensure each Client's needs are effectively fulfilled.
13. Day to day responsibility for Growth Hub and National Business Support Helpline enquiries related to Covid support, responding promptly and providing a diagnostic and triage service.
14. To support other Growth Hub Connectors through active participation in case conferencing.
15. Any other supporting activity deemed appropriate by NBSL to support the ERDF COVID Grants project.

