

# Candidate pack

**Role: Senior Business Advisor**

**Reports to:** Head of Business Advisory Team

## Purpose of the role

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- To support client businesses to make sound business decisions by fully understanding the business and identifying issues and opportunities to improve the operational and financial performance of the business leading to growth and/or increased productivity.
- To promote the vision and values of Jersey Business.

## About Jersey Business

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**Our vision:**

Building a prosperous business community in Jersey

**Our purpose:**

Accelerating business success

**What we do:**

- We **inspire**, challenge and support businesses to reach their business goals.
- Make **connections** that have a positive impact on your business.
- Share expertise that creates **value**.

**Our values:**

- **Respectful:** we value people as individuals.
- **Empowering:** We share our expertise to help you achieve your goals.
- **Authentic:** We are professional, independent & confidential.
- **Collaborative:** We work as a team and we love what we do.
- **Honest:** We don't shy away from difficult conversations.

We have three main channels through which we deliver our activity:

- **Direct support for entrepreneurs and businesses:** Proactive and bespoke advice and support provided by our business advisors, specialist and through support programmes that delivers immediate business impact at any stage of the business lifecycle.
- **New and existing industry projects:** Developing and delivering solutions to address issues and opportunities that are shared by businesses across key industries to drive positive strategic change.
- **Business information service:** A reactive service through which we share knowledge and information over the phone, by email and online providing answers to specific questions about starting up, running and growing a business in Jersey.

## Our business plan

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We have 3 strategic priorities that deliver our core purpose and build on the work we have been delivering over the past two years to support the business community during and post the Covid-19 pandemic as well as the impact of Brexit.

1. Supporting entrepreneurial activity to build successful & productive businesses
2. Developing more productive, resilient & sustainable industries
3. Sharing knowledge and best practice

While our strategic priorities set the high-level objectives, we know that there are a number of structural challenges in Jersey's economy that we need to overcome. As a result, we have identified five focused outcomes that will address these challenges and give us a framework within which to develop and deliver business support.

This work is informed by the Government of Jersey's long-term strategic priorities and the Covid-Recovery Support initiative. It is also influenced by the Economic Council's 'New Perspectives' report and the framework emerging from the Future Economy Programme. All our activity is focused on delivering against one or more of these outcome areas which are:

1. **Financial resilience:** Increasing financial resilience for long term growth and sustainability.
2. **Innovation:** Supporting innovation in established and new industries.
3. **People:** Improving workplace practices to better attract, retain and develop talent to meet existing and future needs.
4. **Productivity:** Enabling businesses to improve their operational efficiency.
5. **Environmental impact:** Increasing awareness and understanding of environmental impact and how to reduce the carbon footprint.
6. **Information sharing and foresighting:** Sharing knowledge and data to better inform decision making at a policy, industry and business level.

For more information on Jersey Business please visit our website [www.jerseybusiness.je](http://www.jerseybusiness.je).

## About the Senior Business Advisor role

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Below is a description of the key responsibilities and attributes for this role:

### Role Responsibilities:

- Be the key point of contact with a portfolio of business clients.
- Nurture and develop client relationships by providing high quality advice and support throughout their business lifecycle.
- Use facilitation skills to review the business, challenge when appropriate and agree a plan of activity to help businesses respond to opportunities/challenges for growth and increased productivity.
- To coordinate support for businesses, which might be provided through Jersey Business's services or by referral to 3<sup>rd</sup> parties.
- Identify opportunities for future business development and expansion.
- Promote Jersey Business services.

- Develop and maintain internal and external communication channels.
- Facilitate peer networking.
- Analyse client issues and behaviour and providing feedback to assist in the development of new Jersey Business products / programmes.
- Ensure systems and records are kept up-to-date.

### **Measures of Performance**

- Number of businesses actively supported on an ongoing basis.
- Number of support projects taken by portfolio businesses.
- Improvement in productivity of businesses.
- Positive client feedback.
- Case studies.

### **Core Jersey Business competencies**

- Integrity and impartiality
- Effective communication
- Collaboration and knowledge sharing.
- Research and problem-solving skills

### **Role Specific competencies**

- Pro-active self-starter with the ability to work on their own and in a team.
- Exceptional interpersonal skills that are open and honest and build strong relationships of mutual trust and respect.
- Active listening skills that encourage people to be open, are non-judgemental and with the ability to coach others for success.
- Facilitation skills that can identify and coordinate a team approach delivering multiple projects.
- Ability to respond to an environment of constant change.
- Advanced knowledge of business operations and strategic planning.
- Proficiency in analysing and understanding historic and forecast financial reports.
- General understanding of 'Access to finance' sources and relevant criteria.
- Good knowledge of marketing, sales strategies, and branding.
- Ability to grasp complex business problems and identify solutions.
- An understanding of best industry practices.
- Ability to identify future business opportunities and understand how to mitigate risks.
- Ability to respond to an environment of constant change.
- Build relationships with third parties/ professionals

### **Qualifications and Experience**

- Relevant degree level qualification and/or membership or recognition from a relevant industry or membership body.
- Previous experience working as a senior strategic level in a related industry.
- 5-year residency in Jersey

## Conditions and benefits

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We offer:

- A competitive salary paid on the last working day of the month.
- We do not have a company pension scheme but do provide a non-consolidated 7.5% pension contribution.
- Full time working hours are 37.5 between Monday and Friday with a flexible arrangement that allows for home and office working. Part time hours may be available.
- 25 days annual leave which increases a day a year to 30 days plus statutory holidays.

## Timescales

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- Closing date for applications is midnight Sunday 27<sup>th</sup> February 2022.
- Shortlisting w/c 28<sup>th</sup> February 2022.
- First interviews Monday 7<sup>th</sup> or Tuesday 8<sup>th</sup> March 2022.
- If necessary, second interviews w/c 28<sup>th</sup> March 2022.

## How to apply

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To apply for this position please send your CV with a covering letter to [Kenny.sillars@jerseybusiness.je](mailto:Kenny.sillars@jerseybusiness.je) by Sunday 27<sup>th</sup> February 2022.

Please note that the covering letter should be no more than two pages of A4 and should summarise your relevant skills, experience and motivations for applying and working for Jersey Business. Your covering letter is an important part of the application process and will be used as part of the selection process.

If you would like a confidential, informal conversation about the role please contact Kenny Sillars on 01534 620613.