

Job Description

**Libraries Development Officer – SME Champion, Build-a-Business**

**Salford Community Leisure is run by and for the people**

We exist to enhance the lives of people through sport, leisure and cultural opportunities. We are committed to enhancing the physical and cultural wellbeing of the community through the sport, leisure and cultural opportunities we offer across 40 venues, which attract millions of customer visits each year. Passionate about delivering value for money, we reinvest every pound we receive because we believe that leisure and culture should be at the heart of every community.

We pride ourselves on recruiting the right people with the right values into the right roles. We are looking for professional, respectful, knowledgeable, passionate and solution-driven people to join our team as we strive to deliver excellence to our customers.

Across the City we manage 16 libraries, offering a range of reading opportunities and information, digital support and free access to over 200 computers, a books@home service, a library service for schools and a varied programme of activities for adults, children and families.

Build-A-Business in Greater Manchester (GM) Libraries is a programme led by the Business & IP Centre, Manchester, to support start-up businesses and new entrepreneurs in developing the insight, skills and confidence they need to start and grow successful businesses. This two-year project will include tailored workshops, networking events and access to the BIPC Manchester and online business resources. It will be delivered by the BIPC Manchester and a network of 8 Greater Manchester library services in partnership. It is a European Regional Development Fund (ERDF) project, with match funding contributions from other organisations.

**About the role**

An SME Champion is being appointed for each of the 8 GM authorities. The postholder will plan and organise all the project activities in the authority’s library service. These will include marketing and SME outreach, monthly workshops, record-keeping, administration and quarterly reports in line with ERDF monitoring systems. Some delivery of events will also be involved. The role will require the gaining of practical knowledge of the library service’s resources for businesses, COBRA (the Complete Online Business Reference Advisor) in particular.

A high level of skills in Excel will be needed and the role will involve using specialist database systems to capture data on individual SMEs/beneficiaries.

**Purpose:**

**The Development Officer will:**

* take responsibility for the delivery, administration and reporting requirements for the project in Salford, producing regular reports for the central project team to confirm key performance indicators achieved for each quarter.
* coordinate local workshops, networking events and 1:1 enquiry meetings with beneficiaries/customers (events may be run by British Library staff, third-parties or the Development Officer themselves). A minimum of two events per month is required to target business audiences and complete outputs as per the funding agreement.
* need to be up-to-date with support activities and resources available at the BIPC Manchester and through other local business support organisations, and refer to these when relevant.
* be the central point of contact in Salford for all project activities and enquiries from SMEs, the Build A Business project team and other partners.
* develop and run campaigns and ensure that workshops and events are fully booked in advance, raising awareness of the project amongst relevant audiences.
* work with the BIPC Manchester’s central project team to develop partnerships with local public / private / voluntary sector organisations, increasing audience expansion and ensuring the outreach and output completion for the project.
* identify local case studies / entrepreneurs who have benefitted from the service to showcase the project and illustrate its impact.
* collaborate with other SME Champions in partner GM authorities to create a network of support, identifying and exploiting opportunities and maximising project impact.
* take responsibility for both monitoring and ensuring high levels of performance in projects and programmes of activities.
* deputise for their line manager when required and support them in related areas of their work.

**Key Outcomes:**

* High levels of engagement with the project and local businesses supported, meeting the agreed project targets for events, activities etc.
* Reporting is accurate and timely and compliant with ERDF monitoring systems to ensure successful drawing down of funding.
* High levels of performance and customer service are consistently achieved.
* Resources are effectively managed and exploited.
* Strong relationships with colleagues and partners are built and maintained.

**What we need from you (person specification):**

* Ability to engage successfully with a wide range of people in relation to the Build-a-Business project.
* Experience of working effectively with appropriate client groups and partners in

managing and delivering projects and programmes of activities.

* Ability to develop and manage successful projects and programmes of events and activities.
* Ability to deliver workshops and activities.
* Employee and volunteer management skills, including the ability to lead, motivate, develop and support individuals and teams.
* Commitment to the successful delivery of service and project priorities.
* The ability to act enthusiastically and appropriately as a senior member of staff, in line with the Salford Community Leisure behaviours, supporting colleagues and partners.
* Commitment to ensuing that the service responds to the varying and changing needs of customers and communities.
* Ability to demonstrate and develop resilience and work under pressure.
* Ability to quickly gain and use relevant knowledge.
* Ability to form and maintain strong partnerships within Salford Community Leisure and across a range of organisations.
* Openness to the views of others – ability to constructively challenge and be challenged.
* Commitment to consistently demonstrating, encouraging and recognising the SCL behaviours: Professional, Respectful, Knowledgeable, Passionate and Solutions Driven.

 