

BUSINESS SUPPORT ADVISER (TIER 2)

As a Business Support Adviser, you will be a motivated individual who is able to support businesses at any stage in their journey, using your exceptional customer service skills and interpret customer enquiries, carrying out extensive research and providing bespoke action plans based on local and national support schemes.

Salary Group

Virtual Adviser

Why your role is important

As a Business Support Adviser, you will be required to support new and existing businesses that have been referred to you across multi channels. You will undertake research to enable you to provide a bespoke diagnostic service providing general advice as well as signposting to relevant local and national organisations that will support the customer moving their business forward.

As a Business Support Adviser, you are delivering customer service on behalf of a government contract and also playing a critical role in the success of UMi as whole through upholding and building on our reputation in the business support sector.

MAIN RESPONSIBILITIES AND KPI'S

- Always uphold the ART of UMi in all that you do.
- When you see an opportunity to do so, use your skill, experience, and personal characteristics to support projects and activities outside of your core role.
- Be an advocate of UMi through active involvement in promotional and marketing activity and through broader networking and introductions.
- Uphold our commitment to people, planet and profit by consistently operating to UMi's policies, standards and ethics.
- Deliver exceptional customer service through virtual multi channels, demonstrating a genuine passion for Business Support and the desire to help businesses to Start, Succeed and Grow.
- Use information available to understand the needs of the customer and research and prepare a range of support suitable for the business.
- Use questioning styles to fully understand the customers' requirements and diagnose their needs. Create a bespoke action plan to support the customer to the next stage of their journey.
- Develop an exceptional understanding of current government support, supported local and national schemes and organisations. Continuously develop and upskill through training and self-development to ensure that knowledge is current and relevant.
- Confidently engage with internal and external stakeholders to promote the service through a range of interactions such as events, presentations, and webinars.

THE ART OF UMi

Our values and beliefs

- **Adventurous** – our adventures take us far and wide – they're tough and exciting but we are fearless and open-minded about where they might lead.
- **Responsible** – we share a collective responsibility to each other, respect the world we live in, and we keep our promises.
- **Togetherness** - We can achieve more together than we can apart, and we know that businesses are more than just bricks and mortar or numbers on a spreadsheet – they're powered by people.

YOUR ROLE WITHIN UMi

- Team: Business Support Service
- Your Manager: Team Leader (Business Support Service)
- Reports: None

THE ESSENTIAL THINGS YOU NEED

- Basic educational standard (GCSE) to high standard including Maths and English.
- Evidence of building effective trusting relationships to deliver excellent customer service.
- Demonstrate a good understanding of the functions within a business and the key areas of focus e.g. Sales and Marketing, Finance, Operations, Leadership and Management etc.
- Ability to demonstrate exceptional communication skills including questioning and listening skills to interpret customer requests.
- Ability to manage own diary, manage workload and to remain flexible to support the business when needed.
- SFEDI Level 7 qualification in a multichannel environment (or working toward - to be achieved within 12 months of employment in role).
- Evidence of exceptional ICT Literacy with competence in Microsoft Office packages.

THE THINGS THAT ARE NICE TO HAVE

- Experience of delivering business support or experience in running your own business.
- Educated to a degree level in business.
- Experience of working in a multi-channel customer service organisation.
- Experience of using a Customer Relationship Manager database.

YOUR SIGNATURE

MANAGER'S SIGNATURE