

## **Job Advert**

### **Business Consultant – Creative Sector**

**Organisation: Camden Enterprise Limited trading as Centa Business Services - [www.centa.co.uk](http://www.centa.co.uk)**

**Location: Hatton Garden, Central London**

**Salary: £35,000 - £40,000 per annum depending on experience.**

**Part or Full time option considered**

**1 year fixed term contract starting February 2010 with possible option to extend**

**Date posted: 15th December 2009**

**Closing date: 8<sup>th</sup> January 2010**

Centa Business Services is one of London's leading enterprise support organisations with over 26 years experience providing hands-on support and impartial advice to a range of organisations from start-ups through to market-leaders.

This is a newly established position for someone with Jewellery sector experience or a qualified business consultant with experience in a similar capacity looking to grow in the challenging environment of a dynamic business consultancy.

We are looking for someone who has proven experience in building effective relationships and gaining trust from a variety of people who have differing demands and expectations. Enthusiasm is a must, as are strong people skills, the ability to adapt to changing business needs and above all, a focus on delivery. Knowledge of the jewellery and giftware market would be advantageous.

The ideal candidate would additionally have an appropriate background either as a business adviser or experience in enterprise support provision with a sound basis of knowledge, skills and experience in running a business and be ready and able to deliver a programme of support.

Interested parties should in the first instance send an expression of interest, CV and covering letter to:

The Chief Executive  
Centa Business Services  
61 Birkenhead Street  
London  
WC1H 8BB  
[mgarner@centa.co.uk](mailto:mgarner@centa.co.uk)  
020 7278 5757

## **Job Specification**

### **Primary Objective:**

To provide business support and advice to Creative small to medium enterprises in Central London, communicate effectively and to provide a service of excellence in relation to clients.

### **Client Support**

- To meet with clients on a one-to-one and one to many basis, formulate achievable action plans and recommend the most suitable service to meet their needs.
- To manage own portfolio of clients.
- To provide ongoing support to clients.
- To deal with business related queries.
- To actively promote and deliver services.

### **Contract Management**

- To assist the Contract Manager in the management of contracts.
- To manage budgets for delivery of services.
- To produce management reports of delivery and outputs.
- To create and maintain Client Management Database.
- To develop marketing objectives for awareness and market penetration.

### **Jewellery Connection Project**

- To lead on all training aspects of service delivery and contracts.
- To develop new services to compliment additional projects.
- To actively promote these new services.
- To increase portfolio of clients.
- Produce reports of delivery and outputs.

### **Administration duties**

- To liaise with other consultants and specialists team.
- To liaise with external consultants and brokers.
- To maintain records of clients and services provided to them.

### **Promotion of Services**

- Raise awareness of Centa's sector specific services with SMEs.
- To maintain an up-to-date knowledge of commercial services available to businesses and promote them to clients.
- To suggest, collate and edit new information for updates on the website.
- Design, create and develop promotional literature and manage and monitor all marketing activities related to post.

## **Person Specification**

When applying for the post, applicants should demonstrate evidence of their ability to meet the following criteria:

### **Strong Communication Skills**

- Good spoken and written English.
- Possess confident manner.
- Possess good telephone and face-to-face communication skills.
- Adopts suitable communication approach to meet different needs of individuals/situations.
- Demonstrates good written skills.

### **Customer Service Skills**

- Able to build positive client relationships.
- Able to handle difficult clients.
- Should be keen to learn and strive to add value.

### **Excellent organisational skills**

- Uses initiative to collate and maintain client and services data.
- Able to prioritise own workload and work to a tight deadline.
- Identifies weaknesses and improves systems where able to do so.

### **Team Player**

- Demonstrates a willingness to help and support other members of staff within the team.
- Creative approach to delivery, and be ambitious to develop the role.

### **Technical/Professional Skills**

- Hold SFEDI accreditation or equivalent and/or industry specific qualification.
- Proficient in the use of Microsoft packages, especially Word/Excel.
- Strong understanding of commerce in the creative sector.
- Knowledge of the jewellery and giftware market would be advantageous.
- Project management and Product Development experience would be advantageous.