

Business Advisor

Transmit Start Ups

Gateshead

£26,520 - £29,580 a year - Full-time, Permanent

About Transmit

Becoming part of Team Transmit means working across one or more of our brands and services, all focused on supporting and strengthening SMEs in the UK. Currently, our business includes:

- Transmit Startups, providing early-stage businesses with funding and mentoring. We're the UK's leading provider of the British Business Bank's Start Up Loans scheme, having supported thousands of entrepreneurs with more than £120million.
- Transmit Consulting, offering specialist coaching services to companies with high growth potential to help them to commercialise and innovate.
- Smarta, providing a new place for independent businesses to learn, trade and shop together.

So, what makes us different from other business support services out there? The answer is simple. We understand the challenges of starting and growing a business because we've done it ourselves; our three directors and many others on the team have run their own businesses. We pride ourselves on designing and delivering the type of service we'd value, with no apathy, no suits, and no talking down...

And because we're so passionate about the value of the SME sector to the UK economy, we're always working on new ideas to improve access to the finance, support and insight needed to power its growth. That means our own business never stands still and it's why we're going through a period of significant growth and service diversification.

This is the perfect opportunity for someone wanting to work in a fast-paced environment with achievable targets and where your input is really valued. We work hard but enjoy it, and ultimately get to see some brilliant results from our businesses.

We have been going since 2012 and have built an amazing team of 40-plus committed, canny (in the Geordie sense!) and crackingly talented people. We're headquartered in Gateshead, with a workforce around the UK and get together for a cuppa (or a beer) whenever we can.

Our Mission: To help entrepreneurs navigate the path to business success by providing services of real value, delivered with unrivalled customer service.

Our Vision: We believe that anyone can become an entrepreneur and those who choose that path should be given the best chance, regardless of background. We empower entrepreneurs to realise their ambitions.

The Business Advisor Role

As a Business Advisor you are customer focussed and commercially minded, able to assess the needs of a new or growing business and package an application for finance. Your role requires you to deliver exceptional business support services, predominantly via the Start Up Loans Programme where you will work with applicants to complete their Start Up Loan application of up to £25,000, critically analysing application documents to ensure appropriate loan values and formats are set in place and that all applications meet the Lending Policy guidelines and Minimum Standards which are set out by the British Business Bank.

Alongside Start up Loan applications, knowledge of all other products offered by Transmit Start-ups is required, offering solutions to customers to suit their needs throughout their journey with us.

Main Duties and Responsibilities

The main duties and responsibilities of our Business Advisors are to...

- Assist clients on their Start Up Loan application, advising where they need to make improvements on core business documents such as their business plan or financial forecast
- Ensure all required documents are collected and meet the minimum standards set out by the British Business Bank for this scheme
- Evaluate the application, providing a written assessment to support your decision to approve or decline, and present this to our inhouse final review team for a final decision to be made
- Keep the CRM updated with interactions and documentation received
- Identify other areas of support we can provide, offering information and solutions to maximise revenue per customer, including signposting to other services and affiliate partner offers
- Support team members during annual leave and busy periods
- Work with the applications team to ensure a smooth and consistent customer journey
- Maintain all quality procedures relating to client files and records in line with our requirements
- Ensure work, at all times, conforms to our procedures and standards
- Motivate clients and manage caseload effectively to ensure clients are processed within an agreed timescale

- Maintain the relationship with the client by providing them with a full range of business information, diagnosing, milestones/metrics and interpreting their needs and advice in services, drawing on mentors but also external business support agencies, bodies and partners
- At regular intervals check that the clients are satisfied with progress
- Introduce to clients any other service which may become relevant to the client
- Develop good internal working relationships within the team by exchanging information, 'best practice' ideas and experiences. Work closely with other teams to ensure effective co-ordination and collaboration
- Be responsible for personal Continuous Professional Development to enhance performance in job role

Person Specification

- Can confidently analyse business documents to assess viability of a business proposition as well as affordability to ensure that any lending is done responsibly
- Experience working within the Start-up Loans scheme is an advantage
- Be able to efficiently manage multiple activities and work to tight deadlines and monthly targets
- Feel comfortable in a dynamic, fast changing environment and be interested in innovating business finance and business support
- Be competent with Microsoft Office, data entry, email, and CRM systems, plus able to learn new software (our systems include HubSpot, Dropbox and Monday)
- Proven understanding of commercial business gained through either SME management or ownership, by senior line management in larger companies or having worked in a similar role is essential
- Knowledge and understanding of business processes and strategy throughout the company
- Project management skills, including setting and working to deadlines and targets
- Experience of effectively managing client relationships
- Ability to manage priorities and work with a high caseload
- Have a positive and proactive attitude
- Be a team player and contribute to effective team working
- Deliver excellent customer service
- Supportive of our vision and values of the organisation

Applications

Please apply with your CV and a covering letter telling us a bit about yourself and why you'd like to work as a Business Advisor at Transmit.

Closing date is 5pm on 4th February 2022.

Job Types: Full-time, Permanent

Salary: £26,520.00-£29,580.00 per year

Benefits:

- On-site parking
- Work from home

Schedule:

- Monday to Friday

Application deadline: 04/02/2022