**Business Advisor and Trainer**

**Join Our Team**

This is an exciting time to join Community CVS. As a growing organisation, we are driving significant change and delivering impactful programmes that make a real difference in the community. This role offers the opportunity for personal and professional growth as you contribute to capacity building, income generation, and the overall success of the VCFSE sector.

**The selected candidate will benefit from:**

* Opportunity to work on multiple business advice and training programmes and rewarding projects that support the VCFSE sector and other sectors.
* Opportunity to further develop professional skills and accreditations.
* Opportunity to contribute to organisational change and development through away days and workstreams.
* A contemporary team structure that emphasises a strengths-based approach.
* Flexible working hours.
* Strong networking opportunities.
* Joining a team that respects individual differences and good mental wellbeing.
* Generous contributory company pension scheme (after probation period).

**Job Description and Person Specification**

Job title: Business Advisor and Trainer

Employed by: Community CVS[[1]](#footnote-1)

Salary: £26,975 to £31,000 full time equivalent

Working hours: Hours to be agreed (minimum 30 hours - max 37 hours)

Responsible to: Accredited Centre Manager

Location: Boulevard Centre, Blackburn. Will be required to travel to Lancashire locations to deliver training.

**CVS Context**

**CVS Mission: *“****To support individuals, organisations and communities**to achieve their full potential”.*

**The Business Training Centre Team** (within the Business Development Directorate) is responsible for:

* **Leadership and Advocacy:** Developing leadership skills and management programmes for the VCFSE2 and healthcare sectors. Supporting underrepresented groups to aspire to leadership and management positions to make them more reflective of the communities we serve.
* **Collaborations and Partnerships:** Building strong collaborations and networks around business advice, entrepreneurship, economic development, training and workforce development across various sectors.
* **Capacity Building, Development and Training:** Providing business advice, coaching, and mentoring to help individuals, organisations, and communities reach their full potential. Creating and delivering both accredited and non-accredited curricula to meet VCFSE and Healthcare workforce needs. Providing professional services, training and consultancy for the VCFSE and healthcare sectors on a commercial basis.

**Business Directorate**

**Summary of Post:**

The Business Advisor and Trainer will contribute to both contracted and commercial training and funded business advice services, such as the Boost Flying Start Programme, providing high-quality business advice and training workshops. The post-holder will play a key role in ensuring that Community CVS maintains its reputation as an Ofsted-recognised accredited training centre with the Chartered Management Institute (CMI), Northern Council for Further Education (NCFE) and Royal Society for Public Health (RSPH).

**The team is responsible for:**

**Business Advice:** Providing one-to-one consultations for clients through both commercial services and government-funded programmes, producing detailed growth action plans and ensuring ongoing client engagement.

**Accredited Training Delivery:** Developing and delivering enterprise and leadership training workshops, with identified learning outcomes / syllabus and maintaining a high standard of feedback and quality checks. There may also be opportunities to upskill clients in other areas based on team needs and contract requirements.

**Client Management:** Inputting and maintaining client records on the Evolutive CRM system and ensuring regular, professional communication with all clients to track progress and document interactions.

**Commercial Services:** Contributing to the team’s business development goals by promoting Community CVS’s commercial services and supporting the coordination of training sessions and consultancy engagements.

**Memberships and Networks:** Through our networks, we facilitate opportunities for collaboration, peer learning, and shared best practices, enabling organisations to expand their reach and enhance their impact. *You will be active in contributing to our Business and Peer networks and will attend external networks to represent Community CS or programme partners.*

**Passion:**

The business directorate is passionate about connecting and developing organisations to achieve their full potential, creating new businesses, charities and partnerships to help communities to grow. This includes telling the story of the sector's achievements and celebrating the accomplishments of Community CVS. We are passionate about combining business advice and consultancy with leadership and management training to skill aspiring leaders to implement change within their organisations.

**Personality:**

The Business Advisor and Trainer will be a well-presented, articulate, and highly organised individual with a passion for helping businesses grow and thrive. You will be instrumental in maintaining high standards across both advisory and training services and will work independently and collaboratively with the Business Directorate team to achieve ambitious goals.

**Accountabilities**

1. **Business Advice:**
* Provide professional one-to-one business advice, ensuring detailed and auditable growth action plans are created and maintained for each client.
* Engage with clients regularly, documenting all interactions in the Evolutive CRM system and ensuring all communications meet high professional standards.
* Support the team’s ability to meet programme targets by contributing to the required number of client engagements and action plans submitted each month.
1. **Training Delivery and Curriculum Development:**
* Develop and deliver training workshops in enterprise, leadership, and other relevant areas as required, ensuring high feedback scores and rigorous quality standards.
* To develop new curriculum areas within your vocational expertise to respond to the needs of the VCFSE Sector and other sectors.
* To develop schemes of work, lesson plans, learning materials and formative and summative assessment methodologies that meet the awarding body standards and specifications.
* To deliver high quality training.
* To complete assessment, internal verification, learner and employer documentation required by awarding bodies, by our funders and contractors, and by Community CVS and ensure they are uploaded onto the relevant systems.
1. **Client and Learner Management:**
* Ensure all clients and learners receive professional and consistent communication, maintaining high levels of engagement and Learner Customer Care.
* Ensure all employers receive professional and consistent communication, maintaining high levels of Employer Engagement and Employer Customer Care.
* Accurately input and update client and learner information in the CRM system, ensuring it is auditable and meets all compliance requirements.
1. **Networking and Representation:**
* Attend relevant events to represent Community CVS and its stakeholders, building relationships and identifying new business opportunities.
* Contribute to the team’s commercial income targets by promoting training and consultancy services.
1. **Other:**
* Any other tasks or projects required by the Business Director, The Accredited Centre Manager or the Chief Executive.

**Measurable Outputs:**

* Deliver high quality business advice that meet feedback and evidence requirements maintaining accurate, auditable records of client engagement and their business growth journey creating case studies of their journeys
* Deliver high-quality training sessions ensuring consistently high satisfaction scores in terms of learner and employer feedback and meeting the evidence requirements of maintaining accurate, auditable records of learner engagement and their learner journey and positive results in terms of achievements and career progression within the workplace
* Meet or exceed business advice feedback or learner feedback quality targets for the business advice or training programmes.
* Contribute to the team’s commercial target of £20,000 per annum.
* Contribute to the team’s delivery of contract targets for the business advice contracts and Bootcamp Skills training contracts.
* Contribute to the Co-ordination and delivery of Community CVS programmes and services effectively, ensuring smooth delivery and client satisfaction.

**Culture and Behaviours**

The postholder will be expected to commit to and demonstrate how they clearly live out and embrace the values of Community CVS, which are:

* + **Community Stewardship:** valuing service to the community over self-interest and believing everyone has a responsibility to support positive social change. To advocate on behalf of our communities, especially the most vulnerable.
	+ **Co-operation and Solidarity:** valuing mutual support with everyone helping each other to deliver positive social change.
	+ **Equity and Fairness:** valuing the well-being of everyone and striving to achieve social, economic and environmental justice for all.
	+ **Non-Judgemental:** valuing everyone for who they are without prejudice or judgement.
	+ **Voluntary Action:** valuing volunteering and activity that is not pursued for private gain or profit but for social benefit and for helping our community.
	+ **Willing to listen, learn and innovate:** valuing everyone’s ideas and voice, and willing to try new ways of working to improve what we do and the impact we have.

The postholder must represent Community CVS professionally and politely at all times and not bring the organisation into disrepute. The postholder must complete all compulsory training within given timescales and being committed to continuous professional development.

The postholder and all CVS employees and volunteers has a responsibility for safeguarding children and vulnerable adults and promoting the welfare and safety of everyone within care. This includes:

* A responsibility to ensure a safe environment in which CVS services can be delivered.
* Identifying children and vulnerable adults where there may be safeguarding concerns.
* Following the organisation’s Health and Safety and *Safeguarding Policies* in addressing any concerns appropriately.

The above job profile is a guide to the work you may be required to undertake but does not form part of your contract of employment. It may change from time to time to reflect changing circumstances. **Date Reviewed: 06th January 2025**

**Person Specification**

**Essential Knowledge, Skills and Abilities:**

You will be a well-presented, professional, articulate and driven team player with a strong work ethic. You will welcome challenges and new responsibilities within your role. You will have an incredibly high attention to detail and with the ability to deliver business advice and training. You will be personable, well organised and a strong communicator with the following:

* Knowledgeable about business concepts,
* The ability to stimulate learner participation through engaging and interactive learning sessions.
* Excellent written & verbal communication skills, with the ability to engage clients & deliver impactful presentations.
* Strong organisational & relationship management skills, capable of managing multiple client engagements, training sessions, and key stakeholder relationships.
* Strong IT skills, including Microsoft Office, MS Teams, CRM systems, PowerPoint, AI and social media
* Hold a clean driving licence and with access to a vehicle for work purposes

**Desirable Knowledge, Skills and Abilities:**

* Knowledge and Understanding of the organisational culture within voluntary, community, faith and social enterprise organisations and the VCFSE Sector and/or within small businesses at the early stage of their development
* Has a willingness to commit to continuous professional development and work towards Chartered Manager status.

**Essential Qualifications**

* Level 5 qualification in Professional Consulting (CMI) or equivalent business advice qualification.
* Level 4 Teaching Qualification and commitment to continuous professional development in terms of pursuing relevant teaching, assessor and management qualifications.

**Desirable Qualifications or Specialisms:**

* Assessor Qualification or Equivalent (e.g. Level 3 Award in Assessing Competence in the Work Environment or Level 3 Certificate in Assessing Vocational Achievement or D32/D33 or A1 or equivalence)
* Diploma in Leadership and Management Level 5, a Degree in business management or equivalent or above;
* Vocational specialisms in any of: Coaching or Mentoring; Enterprise and Entrepreneurship, including Social Enterprise; CIPD - Human Resources; CIM – Marketing; CIMA – Financial Management; Climate Change, Environmental Management and Sustainability; Leadership in the Creative Industries; Equality, Diversity and Inclusion in the Workplace.

**Essential Professional Experience Required:**

* Experience providing business advice or consultancy services, with a proven ability to meet professional and auditable standards.
* Experience providing enterprise based training workshops, or business leadership or management training to adults / employees.

**Desirable Experience:**

* At least 1 year enterprise experience as a business leader or manager within a commercial business or VCFSE Sector organisation, particularly in Lancashire.
* Experience with marketing or design tools (e.g., Canva, Adobe) for creating training and promotional materials.

***Community CVS celebrates the value of diversity, and our aim is for our workforce to be as inclusive as possible as well as representing the communities we serve. With this in mind, we welcome and encourage job applications from people of all backgrounds. We are committed to continue building an environment that embraces diversity and includes all.***

All employees at the Business Training Centre are required to be DBS checked (Cost covered by Community CVS) and have their professional profiles stored within our auditable systems. If successful at interview, you will be required to provide two references and share original copies of qualification certificates (for photocopying). If you do not possess an essential qualification but are willing to register and commit to completing the necessary qualification as part of your probationary period – you should apply and we will consider your application on its merits.

1. Community CVS is the trading name of Blackburn with Darwen Council for Voluntary Service. Charity Number 1008190. Company Number 02668971.

2 VCFSE stands for Voluntary, Community, Faith and Social Enterprise and includes any not for private profit organisation that seeks to have a positive social, economic or environmental impact within our communities. [↑](#footnote-ref-1)