

**Business Engagement Officer**  
 London Waste and Recycling Board

<b>Title of post:</b>	Business Engagement Officer
<b>Reports to:</b>	Business Advice Manager
<b>Key Contacts:</b>	Small and Medium Enterprises (SMEs) within London. Other business support service providers
<b>Job Grade:</b>	Grade 5; £34,737 - £38,439
<b>Pension:</b>	Voluntary employee's contribution matched by employer up to 3% of salary
<b>Period:</b>	Fixed term – 1.5 year contract [September 2018 – December 2019]
<b>Hours</b>	Full Time – 37 hours a week
<b>Annual Leave</b>	30 days
<b>Location</b>	The officer will be based at LWARBs Offices at 169 Union Street, London, SE1. Travel to events and meetings with SMEs across London will be required on a regular basis.

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**Role purpose**

Advance London is a three-year programme jointly funded by the European Regional Development Fund and LWARB, supporting SMEs in London to maximise opportunities within the Circular Economy.

Our consulting team aims to deliver high quality circular economy focused business support and advice to SMEs within London to help them scale-up existing circular economy operations or transition to more circular business operating models. The SMEs supported by the programme represent a wide range of industries including hospitality, textiles, construction and electricals.

The Business Engagement Officer will support the team in the initial engagement with businesses, building and maintaining robust relations and providing business support to the Advance London SMEs in the form of brokerage, compilation of business reports (e.g. diagnostic summaries, support deliverables), as well as representing the programme at external events.

They will be fully engaged in the development of the support summaries for each incoming SME and the delivery of the respective business support interventions. Knowledge of the circular economy is essential.

While the main focus of the role is to support the existing team with SME facing activities, it is expected that post holder may be involved in a range of consulting projects spanning other disciplines including the delivery of technical reports in the form of option's appraisals, market research, carbon footprint calculations, drafting sector strategies, case-study compilation and liaising with relevant stakeholders. The post holder will also become owner of the internal textiles sector strategy, shaping the way we engage with the sector through SME support. As such, experience, knowledge and interest in the textile industry is desirable.

**Main accountabilities:**

**Delivery of Support:**

- Engage with businesses, generating and following up on potential leads and become the primary contact for incoming SMEs.
- Produce SME support summaries for allocated SMEs.
- Deliver basic support and signposting for SMEs.
- Support in the delivery of technical reports as per agreed support plans for other SMEs not managed by the role.
- Support the Business Advisors in the design and delivery of workshops and events.
- Liaise with external consultancy support if needed.
- Support in the design and development of advisory toolkits addressing specific SME needs either personally or through guidance of interns/students/external consultants.

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**Business Development:**

- Network with key stakeholders in Circular Economy in particular those relevant to the textiles/apparel sector.
- Draft sector specific strategies and engage with relevant stakeholders to reach the SMEs identified in the strategy.
- Represent the programme in relevant, external events as required.

**Knowledge Sharing**

- Support in the compilation of technical fact-sheets i.e. on environmental benchmarking of fibres/textiles, innovative fibres, mapping of material flows.
- Compile SME case-studies and/or blogs.

**Other Duties**

- Undertake such other duties, as may be reasonably required and which are consistent with the general level of responsibility of this job
- Carry out all tasks and allocated work within agreed timescales and budgets.

<b>Knowledge, skills and experience</b>	<b>Essential</b>	<b>Desirable</b>
1. Understanding of the concepts and application of Circular Economy principles	<b>X</b>	
2. Experience in engaging and delivering consultancy or advisory support to businesses (i.e. SMEs/corporates)	<b>X</b>	
3. Excellent networking skills	<b>X</b>	
4. Excellent communication skills including formal presentations, workshop delivery and report writing.	<b>X</b>	
5. Ability to manage multiple concurrent projects in a fast paced environment	<b>X</b>	
6. Business Development experience	<b>X</b>	



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<b>7.</b> Knowledge of the textile value chain and related industries (i.e. apparel/footwear/upholstery/mattress manufacturing)		<b>X</b>
<b>8.</b> Experience in designing and delivering advisory toolkits		<b>X</b>
<b>9.</b> Experience in conducting technical research in various sustainability and/or business aspects (e.g. LCAs, energy/water/waste footprint, feasibility studies, market research, competitors analysis)		<b>X</b>
<b>10.</b> Experience operating ERDF funded programmes		<b>X</b>