



Job description

Details of the job

Job title:	Business & Intellectual Property Centre Information Specialist
Grade:	Grade J
Reports to:	Senior Information Manager
Service area:	Northamptonshire Libraries and Information Services (NLIS)

Overall purpose of the post

The Business & Intellectual Property Centre (BIPC) Northamptonshire supports start-up businesses and entrepreneurs across Northamptonshire to develop the insight, skills and confidence they need to start and grow successful businesses.

This post is funded by North Northamptonshire Council's UKSPF but will sit within the BIPC team, who are part of Northamptonshire Libraries & Information Service. The post will predominantly cover North Northamptonshire but will occasionally be required to cover in West Northamptonshire, and will deliver a portfolio of services in libraries and other locations.

This is a fixed term post until 31 March 2025.

Principal responsibilities

1. To deliver a portfolio of services including workshops, webinars and one-to-one support, which enable entrepreneurs and SMEs from all walks of life to utilise the BIPC collections and resources to set up and run a successful business.
2. Coordinate and deliver a range of business support activities to ensure the required outcomes/outputs for UKSPF intervention E23: Strengthening local entrepreneurial ecosystems, and supporting businesses at all stages of their development to start, sustain, grow and innovate, including through local networks, are met.
3. To provide guidance to customers on how to use the library's business databases resources, and to signpost to BIPC collections.
4. Actively engage and build partnerships with the business community, partners and stakeholders by attending relevant networking and business events to promote the UKSPF programme and other North Northamptonshire Council priorities.
5. Maintain accurate customer records to meet internal reporting requirements, and collect and assess user feedback.



6. Undertake continual professional development in order to provide accurate and up-to-date business and intellectual property information and advice to users.
7. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
8. Ensure that reasonable care is taken at all times for the health and safety, safeguarding and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety and safeguarding within the department.
9. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.



Person Specification

Post Title:	Programme Coordinator Information Services
Grade:	Grade J
Service Area:	Northamptonshire Libraries and Information Services

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
Education and Qualifications	A degree in a relevant subject	Qualification in providing business start-up support.
Experience and Knowledge	<p>A working knowledge of business information resources and/or intellectual property</p> <p>Intellectual Property Masterclass qualification from the Intellectual Property Office, or willingness to undergo the training</p> <p>Ability to understand the information needs of users, both on-site visitors and those accessing the BIPC's services remotely, by careful listening, helpful questioning and application of knowledge of specialist resources</p> <p>Interest in and desire to support entrepreneurs and small and medium-sized enterprises of diverse backgrounds</p> <p>A broad awareness of the enterprise and business support infrastructure in the UK and the region, and the position which the BIPC occupies within this</p>	



Ability and Skills	<p>Good communication skills, both verbal and written, in order to deal with customers in one-to-one and workshop situations as well as remotely</p> <p>Proactive approach to customer service, keeping aware of and responding to customers' changing needs</p> <p>Good IT skills and the ability to search effectively for information using internal and external electronic resources</p> <p>Ability to take the initiative, prioritise work and deliver to deadlines and to agreed standards</p> <p>Aptitude to work well as a member of a team, to make a positive contribution to the work of the BIPC and form co-operative working relationships with colleagues from other service areas</p> <p>Good people skills and the confidence to deal with entrepreneurs, business partners, stakeholders and the general public</p> <p>Experience and/or training in providing business advice within an enterprise support environment</p> <p>Proven ability to design and deliver workshops and training programmes for a range of learning styles.</p> <p>Strong advocacy, communication and relationship-building skills with a wide range of stakeholders.</p>	
---------------------------	--	--



Equal Opportunities	Demonstrate commitment to equal opportunities with regard to service provision	
---------------------	--	--

Disclosure level

What disclosure level is required for this post?	None	Standard	Enhanced
	Yes		

Work type

What work type does this role fit into?	Fixed	Flexible	Field	Home
		Yes		