

Job Description for Network Navigators

Role description

Network Navigators are part-time positions, working with individuals and businesses across Oxfordshire. It requires a flexible working pattern. There are no direct staff responsibilities, although there is a requirement to call upon the resources of the central [OxLEP Business](#) team and other external partners. The work will involve a high degree of influencing, delegation, planning and coordination of tactics, tasks and opportunities.

Network Navigator's has four main responsibilities:

1. Provide real and meaningful business support. In other words, help people with valuable advice when thinking of starting up a business or when they have leapt already and just set-up a business. The expectation is not to provide all support, but also to refer to the wider OXLEP BUSINESS support offer that includes workshops, events, grant funding and other specialist network navigators.
2. The lead Navigator will help to coordinate the team of Network Navigators (in total four people) on behalf of RedQuadrant and will liaise closely with [OxLEP Business](#), other partners (specifically [Oxfordshire Business Enterprises - OBE](#))
3. Report the activities accurately, showing evidence of effort and impact, including sharing success stories with OxLEP Business where businesses/individuals have benefitted from the support received.
4. Support start-ups and growth businesses and help to promote more broadly the wider OxLEP Business offer and Oxfordshire as place for businesses to thrive. As part of this, you are expected to attend business network meetings across Oxfordshire to meet and engage with the business community.

The ideal candidate will have:

- Good general business acumen, with the ability to provide advice on different aspects that a start-ups needs - including marketing, operations, HR, finance, etc.
- Experience of start-ups and growth businesses, (run or overseen), and an understanding of the dynamic process that new companies go through especially Tech Start-ups (e.g. Agile, Lean Start-Up).
- A strong business network already in place in Oxfordshire
- The ability to identify potential funding/grant streams and in turn help individuals and businesses apply for such opportunities.

Background

Oxfordshire Business Support is the Growth Hub for Oxfordshire. In 2014 OxLEP Business was launched to offer a range of integrated services for businesses. Our aim is to simplify the business support landscape and help individuals and businesses to easily connect to the plethora of business support that is often available but not easily located.

The OxLEP Business service will:

- signpost to local and national support via the OxLEP Business web portal and helpline
- provide specialist advice and guidance through our Network Navigators
- encourage start-ups, growth and innovation with a range of local products and services

Oxfordshire's Network Navigators:

- provide advice and guidance
- signpost to sources of help
- specialise in their sector
- are well-connected across Oxfordshire and surrounding counties
- link clusters, experts and networks
- provide robust coaching and mentoring

Purpose and Benefits

Purpose

Oxfordshire has an exceptionally high concentration of world-leading companies and organisations but the business and innovation ecosystem can be complex to navigate. In order to improve business access to the support they need, we are working with OxLEP to deliver a number of Network Navigator roles to help entrepreneurs and companies navigate business support networks and access the help necessary in order for businesses to start-up and grow.

Job Description

Apart from the responsibilities listed, the full range of responsibilities for Network Navigators :

- provide real and meaningful business support to new and growth businesses
- attend regular network meetings across Oxfordshire to engage with businesses and signpost them to the support available
- provide support to businesses identified by OxLEP
- support, encourage and promote Oxfordshire as a place to locate and do business to companies considering relocation or expansion including articulating the value of the cluster and Oxfordshire's 'offer' to businesses
- provide a pipeline of relevant referrals into the OxLEP Business support, such as workshops etc.
- attend the quarterly OxLEP Business meeting to update and inform the group of current activities
- attend Network Navigator sessions and facilitated learning sessions

- champion OxLEP Business as the Growth Hub - share success stories with OXEP Business where businesses/individuals have benefitted from the support received
- work across sectors (i.e. how many businesses supported were cross sector)
- report all activities accurately through the Network Navigator log via master vendor, Red Quadrant

All Network Navigator activity will be categorised as working to deliver the following objectives in order of importance:

- **Businesses supported (BS)** Recording all outcomes as directed including recording hours of significant business support by the Network Navigator (including meetings and follow up actions).
- **Businesses engaged (BE)** – made contact with business/individual and exchanged information
- **Added value (AV)** – activities which add value to the sector, cluster or the Oxfordshire business support environment.
- **General (G)** – other activities undertaken by Network Navigators over and above “day job”.

Performance and Reporting

The performance and engagement of the Network Navigators will be assessed on a monthly basis via RedQuadrant and the OxLEP Business Team.

Through the £2m ERDF OXLEP BUSINESS programme, the Network Navigators will be tasked with delivering a number of targets:

It is envisaged that 60% of the Network Navigators time will be spent with businesses/individuals delivering business support, with 40% of their time spent on value added activities, such as building/joining new networks, making new connections and general partnership management on behalf of OxLEP Business.

It is envisaged that Network Navigators will provide tangible, evidenced and measurable support to at least 8 business per month in line with our funding requirements

Network Navigators will provide additional information to feed into the reports as agreed with OxLEP Business funders (such as the Department of Business Innovation and Skills (BEIS), European Commission & European Regional Development Fund).

Management, Support and Systems

Management of the team of Network Navigators will be provided by Red Quadrant and in partnership with the OxLEP Business central team

- Growth Hub Manager
- Business Support Coordinator
- Communications and Events Executive

OxLEP Business will be supported by the Oxfordshire Alcium Evolutive Customer Relationship Management (CRM) system which will be used to capture information submitted by Network Navigators and used to feed into reports back to DCLG for ERDF purposes.

Responsibilities of OXLEP BUSINESS Project Team

The OxLEP Business Project Team is responsible for supporting Network Navigators to meet their objectives by providing the following:

- Regular contact and team meetings to develop and share knowledge with other Network Navigators and the wider networking community across Oxfordshire
- Provide descriptions of the local and national support “products” available for businesses, large and small
- Clear engagement processes and support for “products”
- Support resources (may include budget) to help implement cluster networking events and activities
- Clear and simple reporting templates
- Access to timely data and information, together with access to and support for the Evolutive CRM system
- A straightforward process for handling invoices and providing prompt payment

Health and Safety

Personal responsibilities under Health & Safety legislation to ensure:

- Take reasonable care for your own health and safety, and that of others affected by what you do, or do not do
- Cooperate on all issues involving health and safety
- Use work items provided for you correctly, in accordance with training and instructions
- Do not interfere with or misuse anything provided for your health, safety or welfare
- Report any health and safety concerns to your line manager as soon as practicable