

ROLE GUIDE FOR:

DATE: March 2007

TITLE: Design Adviser

REPORTING TO: Regional Programme Manager

PURPOSE [What I am here for] To advise and assist small businesses to take full advantage of the available design and associated services to maximise their potential.			
NO	KEY RESULT AREAS [Areas in which I must obtain results]	KEY TASKS [What I must do]	PERFORMANCE/BEHAVIOUR STANDARDS: [How I know I've done the tasks well - time/quality/quantity/cost]
1	Services	<p>1.1 Raise awareness of the Design Service within target group.</p> <p>1.2 Identify sources of design and associated help, and become familiar with services offered.</p> <p>1.3 Targets</p>	<p>1.1.1 Build client relationships such that they use the Design Adviser as a project manager/facilitator to set an action plan with targets/objectives and manage them through the process.</p> <p>1.1.2 Use a methodology and formal agreement to cover this relationship.</p> <p>1.1.3 Work closely with external partners and generalist advisers to build a portfolio of companies per annum wishing to initiate significant change. Carry out reviews of client companies' processes and help draw up action plans.</p> <p>1.1.4 Involve and project manage external providers and other internal providers as necessary to achieve the clients' objectives.</p> <p>1.1.5 Client reports to be completed within 3 days of visit in compliance with external partners' and Pivotal operating procedures</p> <p>1.1.6 Support Design Forums and other appropriate employer organisations.</p> <p>1.1.7 Assist with facilitation of higher volume activity as appropriate</p> <p>1.2.1 Build a bank of companies identified as using 'best practice'.</p> <p>1.2.2 Signpost companies to appropriate sources of help at local, national and international level</p> <p>1.3.1 15 Design Council-devised Designing Demand Generate programmes with clients in Year 1; 25 in Year 2 and 10 in Year 3</p> <p>1.3.2 work with companies to ensure they engage with appropriate support services: in Year 1: 24; in Year 2: 30; in year 3: 30</p> <p>1.3.3 support 4 Designing Demand Business Advisors workshops over the life of the project</p> <p>1.3.4. support a minimum of 2 Design workshops per year</p> <p>1.3.5 Refer client businesses to HEIs: 1 in Year 1; 2 in Year 2 and 3 in</p>

			Year 3 1.3.6 Contribute to case study compilation as appropriate
2	Partnerships/Networking	2.1 Build and develop relationships with WSX Enterprise Ltd teams 2.2 Build and develop relationships with external service providers	2.1.1 To ensure other advisory team members are fully aware of the service offered and refer into it. 2.1.2 To refer clients to other services as and when necessary. 2.2.1 To ensure WSX Enterprise Ltd are not competing with other service providers but are complimenting and adding to the services already available. 2.2.2 To refer clients to and work on development programmes with external providers as and when necessary.
3	Quality	3.1 Business Link Accreditation	3.1.1 Contribute to the ongoing revision and maintenance of ISO9001 procedures to meet the six month surveillance visits. 3.1.2 Contribute to the liP recognition – ongoing 3.1.3 Contribute to ensure all services and procedures continue to meet the requirements of BL Accreditation - ongoing.
4	Information	4.1 Ensure all client records on the Pivotal are kept up to date and that the necessary statistics for MI and DTI can be drawn from the information entered. 4.2 Represent WSX Enterprise Ltd at functions.	4.1.1 Enter information into Pivotal following the correct procedures and timescales. 4.2.1 Attend as required to increase WSX Enterprise Ltd profile locally and nationally as necessary.
5	Manage & Develop Self	5.1 Continuing Professional Development 5.2 To achieve and maintain SFEDI accreditation 5.3 Attend seminars and training days (internal & external).	5.1.1 Minimum of 60 hours a year spent on Continuing Professional Development activities and to maintain records of CPD undertaken. 5.2.1 In accordance with the SFEDI 'Standards for Business Support' dated 1 July 2006 5.3.1 Attend all mandatory company and partner's training (eg Induction, Appraisal and Equal Opportunities training, Awareness Sessions

		<p>5.4 Attend appraisals with line Adviser.</p> <p>5.5 Agree/update role guide with line Adviser.</p> <p>5.6 Identify training and development needs.</p> <p>5.7 Evaluate training</p> <p>5.8 Customer Charter</p>	<p>etc.) Attend other training as necessary in agreement with line Adviser.</p> <p>5.4.1 Six monthly in line with lIP guidelines and company procedures.</p> <p>5.5.1 Role guide is updated when necessary to reflect changes in purpose and tasks and reviewed at six monthly appraisal.</p> <p>5.6.1 Targets and standards are identified for all training and development activities. Relevant training is organised after authorisation by line Adviser and recorded on Training and Development Plan/Record. Pre- and De-Briefs are undertaken for all activities and recorded on Training and Development Plan/Record.</p> <p>5.7.1 Complete Training Feedback Form within two days of training and discuss with manager. Discuss training evaluation at Appraisal with line manager.</p> <p>5.8.1 Adhere to WSX Enterprise Ltd Customer Charter – ongoing.</p>
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