



PERSON SPECIFICATION AND JOB DESCRIPTION

Job title:	Business Engagement Manager (Working Well) (18 month fixed term contract)
Organisation:	Knowsley Chamber of Commerce
Contracted hours:	9 am until 5 pm Monday to Friday, hybrid working
Salary:	£ 23,500 to £26,000 per annum, then up to £31,500 per annum after successful completion of a 3-month probation period
Annual leave:	27 days pro rata (excluding Bank and Public Holidays) Holiday year commences 1 January to 31 December
Location:	First Floor Office, Huyton Library, Civic Way, Huyton L36 9GD
Arrangements:	This role requires some flexibility of working outside core hours to meet specific work demands in terms of out of hours events.
Other benefits:	NEST pension
Line manager:	Chief Executive – Knowsley Chamber of Commerce
Staff Reporting to:	Nil

CLOSING DATE: **12 Noon 9th May 2025**

MINIMUM ESSENTIAL CRITERIA / QUALIFICATIONS / SKILLS:

Qualifications:

- Recognized professional qualification or BA/BSc degree (experience in a health and wellbeing role would be an advantage but not essential)

Experience:

- Arranging and delivering events, including workshops, seminars, and facilitate as/when required.
- Collating information, gathering evidence, soft intelligence, and data to produce monthly reports.
- Able to use and input into a Customer Relationship Management (CRM) system (full training will be given on the Chamber's CRM systems).
- Ability to liaise, influence and mentor businesses so that policies to support a healthy working environment are embedded into their business operations.
- Be able to manage and maintain a budget and keep costs within pre-agreed levels.
- Have experience of producing social media posts to market and promote Public Health messages and campaigns to businesses
- Work as a member of a proactive team and have the ability and skills to respond appropriately to a wide range of business enquiries.
- To be able to carry out work, without direct supervision, making decisions and judgments in accordance with the relevant procedures and principal accountabilities of the post.

- Experience of being able to manage meeting deadlines and workload whilst maintaining accuracy.

Skills and Knowledge:

- Excellent communication skills, both written and verbal, including an awareness of how to tailor skills to suit individual business needs.
- Networking and partnership building skills with a variety of organisations.
- Ability to attend meetings to represent the Chamber and the Knowsley Business Team and be an advocate for the local business community.
- Knowledge of business engagement and the ability to develop and support businesses to adopt healthy practices.
- Excellent interpersonal skills.
- Excellent analytical skills and knowledge of workplace health evidence and best practice.
- Excellent administrative and IT skills (including Microsoft Office Word, Excel, PowerPoint).
- Time management skills and ability to prioritise and manage multiple priorities.

Other:

- Flexible approach to working hours
- Be able to attend events, seminars, workshops outside normal core hours
- Hold a full current driving license and access to a vehicle (or equivalent mobility), would be an advantage
- A commitment to equal opportunities

OVERALL PURPOSE OF POST:

This is not a comprehensive list of all the tasks that may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken:

1. To engage with Knowsley based businesses and encourage them to sign up and work to achieve the nine health and wellbeing standards as defined in the 'Knowsley Working Well Programme'
2. To engage with businesses to raise their awareness and understanding of and attaining good practice in terms of workplace health and wellbeing
3. To promote and support businesses with Working Well grant applications
4. Working as part of the Chamber team in collating outcomes and key performance indicators as defined in the Service Level Agreement between Knowsley Public Health and Knowsley Chamber of Commerce
5. Preparation of a quarterly report for the Working Well Board on the performance of the programme and to prepare bespoke and ad hoc reports as and when required.
6. To act in a professional manner at all times upholding the reputation and values of the Chamber.

DUTIES AND RESPONSIBILITIES:

1. To be responsible for:-
 - Arranging and coordinating appointments, diaries, telephone calls, meetings, and events with the Small Medium Enterprises (SME) in order to promote and sign-up businesses to Working Well
 - Liaising with Knowsley Chamber and the Knowsley Business Team staff in advance of company visits so that these meetings are co-ordinated, and that relevant information is transferred and obtained
 - Capturing and recording data, information, and statistics for import into the quarterly and annual reports (this includes sickness absence information and data). The post holder will input information/data as required into related Contract Review Management systems
 - Identifying and recording engagement with new businesses who have not been involved with the Working Well programme
 - Engaging with businesses that have previously signed up to Working Well and conducting at least one follow up visit within the period of the agreement

2. To support the Workplace Health Champion Programme including:-
 - Development of and planning activities and events that the Champions can follow and become engaged in
 - Organising training seminars/networking events
 - Identifying and recruiting new champions into the scheme and the maintenance of an up-to-date database of contacts, connections, and stakeholders
 - Distributing health and wellbeing material and maintaining regular contact with Champions
 - Offering guidance to Champions and signposting them to other useful sources of information
 - Promotion of health campaigns as advised by Public Health
 - Ongoing promotion and reinforcement of the 9 Health and Wellbeing standards
 - To recognise and promote companies that are engaged in Working Well scheme through the distribution of the Bronze, Silver, and Gold accreditations

3. To assist and maintain the Signpost to Support Register run by Knowsley Chamber of Commerce including documentation of the philanthropy and co-ordination of organisations requiring or offering support throughout the Borough.

4. To encourage small, medium enterprise (SME) businesses in Knowsley (2 – 249 staff) to submit applications for the small workplace grant scheme (of up to £1000 per workplace), and to ensure that businesses are aware of the criteria that must be met in order for the application to be considered by the Working Well Board.

5. To support Knowsley Public Health with marketing and promotion of grant applications, providing guidance to businesses who ask for support.

6. Monitoring and evaluating the performance of the programme to ensure that it meets the outcomes, targets and Key Performance Indicators set out in the Service Led Agreement including overall programme quality, satisfaction of support provided, ability of businesses to sustain intervention, longer term impact of the project, impact on sickness and absenteeism.

7. To source public health campaign information and case studies so that these can be uploaded onto the Chamber's monthly e-newsletter and circulated to the Workplace Health Champions.
8. To sign up new contacts to receive the regular newsletter, event information and health updates.
9. To build an awareness of the features and benefits of Chamber membership so that companies will subscribe and take an active role in the Knowsley business community.
10. To work with all businesses already engaged during the previous SLAs so that they have an awareness of the support and advice that is available, including other services and support offered by and through Knowsley Chamber and the Knowsley Growth Hub.
11. To link with local partners to support delivery of the programme as required.
12. As and when requested, write reports for the Chief Executive Officer for inclusion in the report for the Board of Directors.
13. Working with the Chamber team to promote good news stories for publication through the Chamber Social Media and magazine articles.

HEALTH AND SAFETY

1. To undertake appropriate and up to date training in the use of any equipment required in order to discharge the duties and responsibilities of the post
2. To use equipment as instructed and trained
3. To inform the Chief Executive of any breach of health and safety rules/procedures or indeed of any situations or events which it is considered could place individuals in danger
4. To ensure that as an individual the post holder is aware of the issues of lone working and acts in accordance with any training briefing or advice given.

Equality, Diversity and Inclusion

Knowsley Chamber of Commerce values and treats all people with dignity and respect. We aim to encourage, value and manage Equality, Diversity and Inclusion (EDI). We oppose all forms of unlawful and unfair discrimination, harassment, or victimisation. We wish to attain a workforce representative of society to ensure we secure the widest pool of talent available. It is our aim to ensure that no employee, job applicant or candidate receives less favourable facilities or treatment (either directly or indirectly) in recruitment or employment on grounds of age, disability, gender / gender reassignment, marriage / civil partnership, pregnancy / maternity, race, religion or belief, sex, or sexual orientation (the protected characteristics). Our EDI Policy, and other associated arrangements/policies, operate in accordance with statutory requirements (including the Equality Act 2010). In addition, full account will be taken of any guidance or Codes of Practice issued by the Equality and Human Rights Commission, any Government Departments and/or any other statutory bodies.