

Businesses and their plans, needs and challenges are all different, so BIG support is flexible to address your specific needs, and to try and fit around your commitments. Talk to us to see how we can help you.

who is this support for?

One-to-one support

The one-to-one support with a business adviser is available to businesses who want to move their business forward in some way, for example increase sales, profitability, products, efficiency or employees, and:

- are Orkney based
- have a minimum of 12 months' trading history
- are not account managed by Highlands and Islands Enterprise

Clinics and events

Clinics, specialist workshops and events are open to all local businesses.



The BIG Service is fully funded by Orkney Islands Council, so all support is free of charge.

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Business Improvement and Growth (BIG) Service

**Something
BIG
is happening**



what do you do if you are considering taking a step forward with your business?

If it's time to work ON your business as well as IN it, Business Gateway's BIG service could help you through:

- Up to 21 hours of tailored one-to-one support from our specialist business advisers on a wide-range of challenges in running your business
- Clinics and specialist workshops
- Events and activities
- Helping you negotiate the range of other business support programmes that are available

We provide free, independent and confidential expert advice and support to help business owners and managers in Orkney work on specific aspects of their business and their ideas, and help them to move their business forward.



Orkney's BIG Story

The BIG what

A toolkit of topics and resources designed so that every business can access exactly what's required to meet its individual needs

Areas in which we can work with your business include, but are not limited to:



Healthcheck

- Review how your business is currently performing

Sales and Marketing

- Marketing masterclasses
- Specialist one-to-one advice on branding and marketing

Building Leadership

- Team development and team effectiveness
- Strategies for growth
- Coaching
- Leadership masterclasses

Efficiency and quality systems

- Understanding what's best for your business
- Preparing the groundwork for helping you build the foundations of a recognised quality system

Customer Care

- Seeking and using feedback
- Analysing customer base

Management Development Programme

- Awareness of style
- Managing performance
- Change and complexity
- Leadership resilience

Finance

- Planning finance into future expansion plans
- Managing finance in assets
- Understanding debt agreements and how lenders view your business

Planning for Growth

- Risk assessments and skills analysis
- Support with review of existing and developing new business strategy
- Speaker and networking events

Recruitment

- Support with developing a workforce to meet the needs of your business

The BIG How

Steering the BIG service will be the local team of advisers who understand the local business context, supported by a range of external specialist advisers and speakers.

Our local team have a wealth of experience covering the following areas, and will work with your business to help identify the most appropriate BIG support for your business:

- Organisational team development
- Leadership development
- HR
- Coaching
- Finance and banking expertise
- Operational and project management
- Strategy planning
- Data analysis
- Marketing and branding
- Management experience in retail and manufacture