

CTN Advisor: roles and responsibilities

Role

1. Arrival at CTN

Provide an up-to-date CV (during the recruitment process)

Attend an introductory session which covers the mission and values of CTN, the roles and responsibilities of a CTN advisor and the information and collaboration tools made available to them.

Supply three key skills (for the reference list)

Complete a profile on the CTN website

If needed, prepare the organization's web page for the CTN website

2. Advising an SME

Carry out a preliminary evaluation of the needs of the innovative SME client

Advise the innovative SME client within the scope of one's competency

Refer the innovative SME client toward the specialized resources of which it stands in need (person)

Respond to requests coming from CTN colleagues and their SME clients

Respond to clients referred by colleagues who are CTN advisors

Inform the CTN coordination office of all CTN actions (referral notebook or other)

3. Networking

Participation in sectorial activities and cocktails held by CTN: approximately 3 half-days/year

Participation in sectorial groups (organized by Quorum du RCT): 2 to 4 late afternoons per year

Identify oneself as CTN resource within one's own organization

Ensure that one's colleagues are able to benefit from the resources to be found at CTN

4. Information and collaboration

Use "Call on All" to request assistance (for SMEs)

Respond to "Call on All" in order to assist colleagues, whenever pertinent

Read "eNews" (monthly electronic bulletin) and contribute to it

Use the electronic directories to identify resources on the website

Consult the profiles of colleagues and their skills on the website

5. Good practices

Participate in CTN workshops: approximately 3 half-days/year

Participate in the Annual Meeting: 2 days (from 1:30 pm the first day to 3:30 pm the next)

Use the guides and tools developed for CTN advisors and innovative SMEs

Share the guides and tools known and used to advise innovative SMEs

Responsibilities

- At all times, the CTN advisor must protect the confidentiality of his client
- At all times, the CTN advisor must respond to a colleague or a client within 48 hrs, even if he has no information
- When working with an innovative SME, the CTN advisor needs to find out about any other actors with whom the entrepreneur is already working, in order to promote a networking relationship with them. SMEs have very little margin in which to move and must use whatever they have wisely. An entrepreneur's projects must be prioritized and the client and any other actors should be made aware of this dimension.
- Advisors must respect the values of the Network:
 - **Respect:** because of the great variety of professionals to be found within the Network, respect often means respecting points of view which are different. Thanks to an appropriate spirit of openness, SMEs will be able to benefit from some very innovative solutions.
 - **Trust:** people not only trust others in the network, but also have confidence in themselves in order to be open to contributions from others.
 - **Complementarity:** people come to the Network curious about the talents of others, and with the intention of finding out how these might complement their own skills.
 - **Reciprocity:** people come to the network to give the best of themselves to contribute to the common knowledge. Eventually, you are on the receiving end.
 - **Innovative thinking:** the Network is a space for inventing new ways of collaborating.