

Job Profile

Job Title	Employer and Learner Engagement Officer
Department	Business Development & Outreach
Location	Various locations in South London: MISDC Office/Remote Working
Role Requirements	See attached Job Description
Skills	See attached Person Specification
Salary	£27,000 - negotiable according to experience
Hours of Work	9am-5pm but flexibility is required. Full time/Part time available
Location	Fully Learning Centre and community based (non-Working from Home)
Terms and conditions	The successful applicant will require DBS check

KEY PERFORMANCE INDICATORS

- Employer and Learner Engagement
- Learners into courses or jobs
- Stakeholder Engagement and satisfaction
- Community Engagement

OVERALL PURPOSE

The postholder is responsible for identifying and growing existing and new business opportunities in response to the contracts held each academic year. New business means new learners who are eligible for our courses and employers who will, in turn, support our learners to gain positive outcomes. You will be able to engage these new employers, develop their understanding of Adult and Community Learning and maintain good partnerships. You will generate learner and employer leads through a combination of research, outbound calls and networking with a variety of small and large businesses and/or community groups, in key sectors identified by the management team.

As part of this role, the postholder will support our learners in gaining employment outcomes, including via delivering employability sessions, 1-1 support or referring learners to other supporting organisations that can help learners to progress.

ROLE PURPOSE

- Develop and create warm leads by promoting learning opportunities for learners via a number of different communication methods, eg email, phone, social media and in person in places where learners may congregate
- Work with the management team to deliver a pro-active recruitment strategy by planning recruitment activities prior to course start, ensuring courses are at capacity for either learner numbers or funding
- Ensure your product knowledge (including the funding rules) is up to date to increase conversion and progression potential
- Provide high-quality, effective information, advice and guidance to potential learners and follow this up with timely enrolment, including referral to suitable alternative/additional provision

- Identify, with learners, positive progression routes from start, focussing your attention on those who are likely to progress to work.
- Source and secure suitable vacancies for learners, including identifying opportunities for shadowing, work placements/experience, volunteering, apprenticeship etc
- Match potential job-ready learners with potential employers for jobs, shadowing, work trails, or Pre-Employment Training Programmes. Keep these learners on your caseload, following them for 6 months post course to identify positive progression.
- Work closely with colleagues to identify different opportunities, new business leads or openings within existing employer/learner base
- Promote all Employability and Community opportunities to referral sources such as JCP, NCS, Third Sector, grassroot and other agencies to maximise learner referrals. To attend regular JCP meetings to maintain knowledge of our offer and changes to the government benefit systems.
- Work closely with employers and other external sources to design bespoke pre-employment courses which address labour market needs and support unemployed people to overcome barriers to training and employment.
- Work closely with employers to design bespoke workforce development training courses which address local employer needs and offer training support to employees to overcome barriers to progression and upskilling.
- Continually manage reschedules, maintaining an organised diary of call backs, and intelligently nurture prospective customers with relevant emails and follow up calls as required.
- Ensure personal sales KPIs are achieved in line with the planned monthly starts, volumes and values
- Assist the Senior Leadership Team with any reporting requirements of the role, including volumes and values of starts, progression so that trends can be monitored
- Prepare and deliver employability sessions for a range of vocational areas to support learners into employment or further education.
- Maintenance of appropriate records and documentation.
- Maintenance of appropriate continuing professional development and general aspects of role.
- To undertake any other duties as may be deemed to be commensurate with the post

Key Result Area - Engagement of Stakeholders

- Engage with target client/learner groups for recruitment, assessment/selection of learners who are suitable and are eligible for funding
- To ensure that relationships between MISDC, learners and employers and partners are maintained and developed
- Record all potential and ongoing opportunities within the Management database
- To identify skills gaps within local labour markets and work collaboratively with the curriculum team to develop sector specific route ways to meet employer needs
- Work with community venues, HA and grassroot community groups to encourage referral to increase recruitment and other target groups. E.g., economic inactive
- Maintain high levels of customer service (internally and externally) and exceed customer expectations.

Key Result Area – Learner Management

- Plan key recruitment activities in line with planned starts so that classes and funding opportunities are maximised
- Identify potential 'job-ready' learners at the start of their learning programme. Work with them to secure potential roles via Employer Engagement activities and individual coaching and/or support. Follow up learners after course completion to demonstrate and maximise positive outcomes, especially into work.
- Collate, support and monitor job outcomes to ensure that funding potential is maximised
- To work with appropriate department in preparation of marketing and information pack for distribution online.
- Prepare and deliver sector focus employability sessions to support learners into work placement, employment or further education.
- Maintain appropriate student records and reports.

Key Result Area – Administration

- To provide data, reports and updates as required/requested by managers. Maintain robust monitoring systems that meet funding requirements and is fully auditable. Present and disseminate this information as requested
- To adhere to all regulations regarding confidentiality and accessibility of data and records
- Development, upkeep and accurate maintenance of all administrative systems including MIS and IDAMS required for effective delivery of the project
- To carry out duties commensurate with the post and directed by your line manager
- To work effectively as part of a team whilst being able to work independently and to meet team and office performance and quality targets

Key Result Area – Key Deliverables

- Recruitment strategies effectively used to meet start targets
- Targeted learners achieve positive outcomes, i.e. Jobs and/or further learning
- Number of sustainable job outcomes as defined by contracts met
- Learners placed into vacancies with employers or in learning programmes as directed
- Quality Audit error rate no higher than 1.5%
- Undertake and complete Employer Form and Organisational Needs Analysis and to ensure employer evidence meets Training Quality Framework Standards
- All administrative tasks are carried out with accuracy and efficiency and meets Deadlines.
- Participate in the organisation's quality assurance and quality improvement processes.

GENERAL RESPONSIBILITIES

1. To work at any of the organisation sites on a temporary or indefinite basis.
2. Comply with Organisation Policies and Procedures and the Staff Code of Conduct.

3. To take appropriate responsibility for PREVENT and the safeguarding and promotion of the welfare of young person and/or vulnerable adults
4. To uphold British Values, the organisation values and responsibilities with regard to equality and diversity.
5. To understand and adhere to organisation Health and Safety policies and guidelines ensuring compliance with statutory legislation.

Misc.

This job description is written at a specific time and is subject to change as the demands of the business and the role develop. The role requires flexibility and adaptability and the employees of the company need to be aware that they may be asked to perform tasks and be given responsibilities not detailed on this job description.

Work Environment

The postholder will be provided with all the necessary equipment to undertake the role which includes a permanent desk. At times, the postholder may be required to work with partner organisations, and therefore be required to work off site, and at times work outside core hours

NOTE:

The job description sets out duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify reconsideration of the salary for the post.

MI ComputSolutions T/A MI Skills Development Centre is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

In accordance with the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1992, you have a duty to take reasonable care to avoid injury to yourself and to others by your work activities, and you are required to co-operate with the organisation in meeting statutory obligations.

As an employee of the MI Skills Development Centre, you are obliged to attend and participate in the Organisation's first aid, fire and other health and safety training. All accidents sustained at work must be reported using the established procedure for this purpose.

You are responsible for familiarising yourself with and participating in training courses appropriate to your role as directed by your manager, including First Aid, Safeguarding, Health and Safety and Fire Training.

To be completed by successful applicant on appointment.

SIGNED: _____ DATED: _____
(Line Manager)

SIGNED: _____ DATED: _____
(Current Post holder)

Notes

1. *In addition to the above, you will be required to carry out any other duties required to ensure the implementation of the programmes and projects or other areas of work for which the Company is responsible.*
2. *This list is not to be regarded as exclusive or exhaustive. Any additions or alterations will be put in writing by the Managing Director/CEO.*

(This is a description of the job as it is as present constituted. It may be necessary, from time to time, to update job descriptions to ensure that they relate to the job as then being performed. Therefore, management reserve the right to make changes to your job description, commensurate with your post in the organisation, after consultation with you).

				ASSESSMENT METHOD			
PERSON SPECIFICATION –	Essential	Desirable		Certificate	Application Documents	Reference	Selection Process: interview
Qualifications							
Level 2/3 in Business or Customer Service-related subject or equivalent	★			★			
Minimum IAG level 3	★				★		
Proven Track record organising, planning, undertaking recruitment drives and delivering target in a challenging environment	★			★			★
Assessor Award and Internal Moderation Award		★		★			
Maths and English at level 2/GCSE	★			★			
Experience							
Excellent communication skills both written and verbal	★				★		★
Ability to develop and maintain effective relationships with internal and external partners	★				★	★	★
Ability to monitor, evaluate and use data to assess impact and inform continuous improvement and Development	★				★		★
Evidence of prioritising workloads and maintaining high standards of performance	★				★	★	
Work creatively and innovatively when approaching new tasks or projects	★				★		★
Demonstrate the ability to prepare and deliver to an identified Employability Scheme of Learning	★				★		★
Excellent IT skills with good working knowledge of Office and Virtual applications	★				★		★

Skills and Understanding						
Organising successful employability programmes and events.	★			★	★	
Ability to demonstrate success in developing and maintaining external and internal relationships and networks	★			★	★	★
Successful record of working with external stakeholders to engage learners and generate income	★			★	★	*
Good understanding of teaching and learning strategies	★			★		
Demonstrate understanding of the need to share good practice	★			★		★
Personal Attributes						
Suitable to work with young people and vulnerable adults	★		★ Criminal records check via DBS	★	★	★
Ability to motivate and create a productive and positive professional environment	★			★	★	★
Drive, enthusiasm and highly motivated.	★			★		★
Ability to work under pressure and to strict deadlines.	★			★	★	★
Flexible and adaptable approach.	★			★		★
Relates well to all stakeholders.	★			★	★	★
Diplomacy skills (difficult situations/constructive feedback)	★			★		★
Confidence in dealing with conflict.	★			★		
To take appropriate responsibility for PREVENT and the safeguarding and promotion of the welfare of young person and/or vulnerable adults.	★			★	★	★
To uphold British Values, the organisation values and responsibilities with regard to equality and diversity	★			★	★	★

To understand and adhere to organisation Health and Safety policies and guidelines and ensuring compliance with statutory legislation

★

★

★