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### Role Description

##### Business Area

Apprenticeships

##### Job Title

Employer Skills Consultant

##### Salary Scale

BS 50 - £25,681.27

##### Location

Hopwood Hall College

##### Accountable to

Employer Engagement and Partnership Manager

##### Hours of Duty

36 hours

##### Special working conditions

The post holder may be required to work at any location of the College now or in the future in the evening and at weekends.

### Purpose

To engage employers with Hopwood Hall employer responsive provision including Apprenticeships and Traineeships. Provide key account management to employers of all sizes and maintain professional, positive and active relationships to deliver employer responsive targets. Actively identify employer skill gaps and provide solutions and recommendations to meet their business need and contribute to business growth.

Apprenticeships and funding are continually developing and the rate of change is unlikely to slow down. You must therefore be flexible to take on changing responsibilities.

### Duties

1. Generate and develop Employer Relationships, undertaking a proactive consultative selling approach by identifying training and employment needs, making recommendations and creating action plans to support employer needs.
2. Manage effectively relationships with employers by maintaining an up to date knowledge of relevant sector and/or industry developments.
3. Manage employer accounts by overseeing the full engagement process from placement to delivery, achievement and learner recruitment.
4. Assist in the design of training packages to meet employer needs by providing costs, negotiating pricing structures and arranging delivery schedules in line with College cost plus models.
5. Provide ongoing support by reviewing and evaluating for companies, individual employee progress on training provided or recommended by Training@Hopwood
6. Ensure quality standards are met by maintaining detailed and organised records of feedback from employers and undertaking market research and customer satisfaction research.
7. To identify and develop new opportunities from external and internal business developments and initiatives which would enable learners to progress onto employer responsive provision
8. Organise and attend internal and external promotional events, conventions, roadshows, exhibitions, school/college liaison activities and network with key local business partners and partnership forums

1. Ensure the Customer Relationship Management system is regularly updated with all relevant employer information in line with college procedures.
2. Develop positive internal relationships and high quality communication channels with curriculum teams, in order to stimulate curriculum contributions and maximize cross-selling of the College’s full range of services to all stakeholders (employers and learners).
3. Undertake Health & Safety Appraisals for the premises of employers working with Training@Hopwood following the guidance and training provided by the College’s Health, Safety and Manager*.*
4. Ensure agreed customer service standards are achieved and the required image and brand of the College are maintained at all times.
5. Carry out other such duties of a similar level of responsibility, as may be required and determined by the Line Manager.

### All staff are responsible for:

**Children & Vulnerable Adults:** safeguarding and promoting the welfare of children and vulnerable adults

**Equipment & Materials:** the furniture, equipment and consumable goods used in relation to their work

**Health / Safety / Welfare:** the health and safety and welfare of all employees, students and visitors under their control in accordance with Hopwood Hall College’s safety policy statements

**Equal Opportunities:** performing their duties in accordance with Hopwood Hall College’s Single Equality Scheme

### Revisions and updates

### This role description will be reviewed and amended on an on-going basis in line with organisational requirements dependant on the needs of the service

### Person Profile

“The College supports the Skills for Life agenda and recognises the importance of all adults having functional literacy and numeracy whatever their role.  All staff are therefore given the support to gain a level 2 qualification in literacy and / or numeracy if they do not already have one and all teaching staff are expected to promote the basic skills of their learners within their subjects.”

#### Qualifications

##### Essential Criteria

Education to Level 2

**How Identified:** Application form

##### Desirable Criteria

Education to Degree standard

**How Identified:** Application form

#### Experience

##### Essential Criteria

Working in a sales environment with a proven track record of delivering sales against targets.

B2B sales

**How Identified**: Application and Interview

##### Desirable Criteria

Experience in job market recruitment sector

**How Identified**: Interview

#### Specialist Knowledge

##### Essential Criteria

Sales

Marketing skills

**How Identified**: Application and Interview

##### Desirable Criteria

Recruiting for the education sector

**How Identified**: Application and Interview

#### IT Skills

##### Essential Criteria

Intermediate user of Microsoft applications

Ability to use technology to generate information and improve efficiency

**How Identified**: Application form

#### Competencies

Read this criteria in conjunction with the College Competency Framework – available on the intranet/internet.

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| **1. Leading and Deciding** |
| 1.1 Deciding and initiating action | **Essential** |
| 1.2 Leading and supervising  | **Less relevant** |

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| **2. Supporting and Co-operating** |
| 2.1 Working with people  | **Essential** |
| 2.2 Adhering to principles and values  | **Essential** |

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| **3. Interacting and Presenting** |
| 3.1 Relating and networking  | **Essential** |
| 3.2 Persuading and influencing  | **Essential** |
| 3.3 Presenting and communicating  | **Desirable** |

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| **4. Analysing and Interpreting** |
| 4.1 Writing and reporting  | **Essential** |
| 4.2 Applying expertise and technology | **Essential** |
| 4.3 Analysing  | **Desirable** |

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| **5. Creating and Conceptualising** |
| 5.1 Learning and researching  | **Essential** |
| 5.2 Creating and innovating  | **Essential** |
| 5.3 Formulating strategies and concepts | **Desirable** |

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| **6. Organising and Executing** |
| 6.1 Planning and organising  | **Desirable**  |
| 6.2 Developing results and meeting customer expectations  | **Essential** |
| 6.3 Following instructions and procedures  | **Essential** |

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| **7. Adapting and Coping** |
| 7.1 Adapting and responding to change  | **Essential** |
| 7.2 Coping with pressures and setbacks  | **Essential** |

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| **8. Enterprising and Performing** |
| 8.1 Achieving personal work goals and objectives  | **Essential** |
| 8.2 Entrepreneurial and commercial thinking  | **Less Relevant** |

##### Hopwood Hall College is committed to guarantee an interview to people with disabilities who meet the minimum essential criteria for a vacancy and to consider them on their abilities.