

JOB DESCRIPTION

POST TITLE:	Partnership Account Officer
GRADE:	Harmonised Salary Scale Point 18
RESPONSIBLE TO:	Apprentice Recruitment Manager
RESPONSIBLE FOR:	Supporting the growth of work based learning and student and apprentice experience.
DIRECTORATE:	Student Experience and Wellbeing
WORK ARRANGEMENTS:	37 hours per week/52 weeks per year

PURPOSE OF THE POST

The post holder will:

1. Provide outstanding levels of business support to employers and to colleagues directly involved in employer and learner engagement.
2. Support apprenticeship recruitment and progress learner applications and enrolments so that they are ready to be handed over to the delivery teams for induction and enrolment.
3. Ensure that the contractual relationship with employers is in place, maintained and updated for as long as they have Apprentices on programme.
4. Support employers to create and manage their apprenticeship service account to ensure all necessary funds can be reserved and drawn down in line with ESFA and internal policy.

DUTIES AND RESPONSIBILITIES

1. Provide effective account management as the key partner to employers by providing outstanding levels of communication and support.
2. Provide excellent levels of customer service to prospective apprentices, students and all other stakeholders.
3. Be responsible for auditing and carrying out checks to ensure that all contractual paperwork is fully compliant and that the appropriate Health and Safety checks have been made and are up to date periodically.
4. Monitor data and information from a wide range of different sources, utilising reports to help inform profiling, recruitment and on-boarding activity.
5. Provide strong communication and collaboration between delivery teams, management information services, student services, student records, HR and finance.
6. Ensure apprentices are fully enrolled onto their apprenticeship programme successfully and in a timely manner.

7. Support the area in its adherence to management information policies, procedures and developments.
8. Be fully conversant with the range of provision offered by the Chesterfield College Group.
9. Provide an interface between business development staff and other cross college departments, ensuring communication, reporting and data management is highly effective.
10. Provide analysis of information and reports on recruitment activity to assist with planning and decision making.
11. Perform continual quality checks and reporting to support the area in continual improvement.
12. Be solutions focused, drawing attention to area where improvements can be made.
13. Support the business development team by proof reading materials, providing a keen eye for detail and outstanding accuracy of English language.
14. Undertake basic duties to open/close and maintain procedures to operate from internal and outlying premises.
15. Keep up to date with further education policy and funding methodologies and audit; assist in ensuring the College group meets its funding obligations.
16. Provide effective information, advice and guidance to prospective apprentices, students and employers.
17. Support the organisation of and attend all recruitment events as.

GENERAL

1. Take an active role in the health, safety and welfare of students and staff, attending training and carrying out health and safety related activities as appropriate to the role.
2. Take responsibility for one's own professional development and continually update as necessary, participating in appropriate staff development activities as required including the Professional Development Review.
3. Promote a positive image of the College and the work that is carried out across its various services.
4. Comply with all legislative and regulatory requirements.
5. Apply the College's own Safeguarding Policy and practices and attend training as requested.
6. Show a commitment to diversity, equal opportunities and anti-discriminatory practices. The postholder is expected to comply with and promote the College's Equal Opportunities Policy in all aspects of their duties and responsibilities.
7. Carry out any other reasonable duties within the overall function, commensurate with the grading and level of responsibility of the job.

Person Specification

Post:	Partnership Account Officer	Department:	Student Experience
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Key Requirements:	Essential/ Desirable	Assessed
Qualifications:		
GCSE Maths and English grade C or above	E	A
Experience:		
Working effectively as part of a team demonstrating exceptional written and verbal communication skills	E	A/I
Highly competent in the use of with Microsoft Office	E	A/I
Experience of working in a changing environment requiring a flexible and responsive approach	E	A/I
Create and follow business processes and procedures	E	A/I
Planning own work and meet demanding deadlines	E	A/I
Keep up-to-date with relevant funding, government and quality developments and requirements	E	A/I
Skills/Knowledge:		
Highly numerate with an eye for detail and ability to identify areas for improvement	E	A/I
Excellent communication skills	E	A/I
Excellent standard of written communication	E	A/I
Excellent interpersonal skills	E	A/I
Effective organisational skills	E	A/I
Ability to solve problems and use initiative	E	A/I
Other Requirements:		
An understanding of Safeguarding of Children & Vulnerable Adults within the workplace	D	A/I
Full commitment to Equal Opportunities and anti-discriminatory working practices	D	A/I
Willingness to undertake additional training	E	A/I
Ability to keep matters confidential	E	A/I
Interest to participate in projects, improvements and developmental work	E	A/I

E = Essential D = Desirable A = Application I = Interview T = Test

Produced by:	Leah Shortt	Date Produced:	June 2020
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