

JOB DESCRIPTION / PERSON SPECIFICATION

Job Title	JUNIOR EMPLOYER AND LEARNER ENGAGEMENT OFFICER
Reports To	EMPLOYER AND LEARNER ENGAGEMENT OFFICER
Department	BUSINESS DEVELOPMENT
Location	WBTC HEAD OFFICE - NEWBURY
Programmes	ALL PROGRAMMES

JOB DESCRIPTION

WBTC is a not-for-profit work-based Training Provider delivering Apprenticeships and Study Programmes to young people between the ages of 16-25, in addition to a variety of other funded programmes and commercial courses.

Programme Profile:

Business Development is a key function within WBTC working to recruit and retain new starters joining our programmes - including Apprenticeships, Study Programme, Adult Education Budget (AEB) and other funded or commercial business opportunities and to develop new and existing relationships Employers who are supporting the learning.

The role of the Junior Employer and Learner Engagement Officer is to directly support the Employer and Learner Engagement Officer with all the fundamental processes required to ensure that the start-up process runs smoothly, providing a professional and efficient service.

Key responsibilities of this role include, but are not limited to:

Information, Advice and Guidance (IAG)

- Provide Advice & Guidance to :
 - Applicants who may be 16-18 or 19+ seeking work or study through WBTC
 - Parents/carers who may need advice and/or support with next steps
 - Employers who are interested in taking on an apprentice, have a vacancy or are interested in training their staff
 - Schools who require support promoting other opportunities, this may include school visits
 - Partners who may need updating on our offer
 - Through IAG accurately diagnose the most suitable learning route and liaise with colleagues to progress the enquiry to a start

Vacancies

- By liaising directly with employers or the Employer and Learner Engagement Officer :
 - Advertise vacancies on the Apprenticeship Service
 - Monitor the advert response
 - Respond to ALL Candidates
 - Collate candidate CV's
 - Carry out basic screening questions
 - Arrange employer interviews for suitable candidates and place in the most appropriate work placement for the individual

Learner and Employer Administration

- Send out and collate all start-up paperwork, following this up as required
- Complete and send out Employer Contracts and monitor the return
- Support employers setting up an account on the Apprenticeship Service and linking to WBTC
- Supporting employers with any queries regarding the Apprenticeship Service, proactively and in response to the Data and Compliance Manager requests
- Sending out feedback questionnaires and collating responses
- Sending out employer mailshots
- Supporting with marketing activity as directed
- Support with Reception cover as and when required

Other

- Uphold the aims and objectives of our Equality, Diversity and Inclusion, Fundamental British Values and Safeguarding and Prevent policies
- Uphold the WBTC's vision and customer charter and promote the strategic business aims
- Undertake additional duties as allocated from time to time
- Undertake outreach activities with employers and potential learners as required

ROLE COMPETENCIES

		Level 1 Applying or Level 2 Supporting
Core Competencies	<ul style="list-style-type: none"> • Organisational Awareness • Teamwork • Personal Accountability • Reliability • Communication – Verbal & Written 	<ul style="list-style-type: none"> • 1 – Applying • 1 – Applying • 1 – Applying • 1 – Applying • 1 – Applying
Functional Competencies	<ul style="list-style-type: none"> • Analysing and Problems Solving • Planning and Organising • Flexibility • Results orientated • Interpersonal Skills 	<ul style="list-style-type: none"> • 1 – Applying • 1 – Applying • 1 – Applying • 1 – Applying • 1 - Applying

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Knowledge and Expertise	<ul style="list-style-type: none"> • Educated to G.C.S.E standard, including minimum grade of 4 or C in maths and English or equivalent. 	<ul style="list-style-type: none"> • Some knowledge of the Apprenticeship Sector • Information, Advice and Guidance at Level 3 or above • Some knowledge or experience in recruitment
Communication and Relationship Skills	<ul style="list-style-type: none"> • Excellent oral and written communication skills and the ability to relate to a wide range of people • Ability to work effectively as a member of a team 	

	ESSENTIAL	DESIRABLE
	<ul style="list-style-type: none"> Ability to motivate and influence a range of learners An enthusiastic and empathetic approach Flexible attitude Honesty and integrity Excellent interpersonal skills 	
Practical and Physical Skills	<ul style="list-style-type: none"> High level of presentation skills Commitment to highly professional and personal standards of work and conduct Ability to manage a constant workload with conflicting demands to achieve timely targets Self-driven 	
Decision Making and Problem Solving	<ul style="list-style-type: none"> Ability to work using own initiative 	
Financial Responsibility	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> N/A
Responsibility for Information	<ul style="list-style-type: none"> To take responsibility for information held on learners meeting the requirements for confidentiality including Data Protection and GDPR 	
Responsibility for Supervision / Management	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> N/A
Physical and Mental Effort	<ul style="list-style-type: none"> Commitment to high quality 	
Additional Requirements	<ul style="list-style-type: none"> Appropriate professional appearance Full Driving Licence and access to a car when needed. 	

Document Control	
Document Name	Job Description – Junior Employer and Learner Engagement Officer
Date Approved:	
Owner:	Liam Faughnan
Approved by:	Rachel Eaves
Signed: Employee	
Signed: Line Manager	

Last Review/Approval	
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Version Control			
Revision	Date	Revision Summary	Reviewed by