



Employer Engagement Support Coordinator

JOB DESCRIPTION

Directorate of Apprenticeships



ADVERTISEMENT

Employer Engagement Support Coordinator

Up to £30,621 per annum

37 hours per week

This is an exciting opportunity to join the Directorate of Apprenticeships.

Reporting to the Head of Employer Engagement & Careers, we seek an enthusiastic and organised Employer Engagement Support Coordinator to support the Employer Engagement team.

You will support positive relationships between the college and its employers and stakeholders, ensuring employers receive timely and consistent advice and support.

You will be confident speaking to employers, have strong communication skills, and be highly organised and proactive. You will be joining a dynamic team, bringing exciting ideas to strengthen our communication with employers and stakeholders.

At Suffolk New College, we promote the culture of BeSNC. Implementing BeSNC is not just a choice; it's a commitment to providing the best possible environment for our learners to thrive. It's a commitment to nurturing an inclusive and supportive community where each student, staff and community member can reach their full potential.

For further information, please visit www.suffolk.ac.uk

Closing date: Thursday 5 September 2024

Interview date: Tuesday 17 September 2024

This College is committed to safeguarding and promoting the welfare of young people. It expects all staff to share this commitment as part of our ongoing commitment to Equality and Diversity. Suffolk New College guarantees to shortlist all applicants from a black or ethnic minority group who meet the essential criteria and all applicants with a disability who meet the essential criteria. All appointments are subject to a Disclosure & Barring Service (DBS) check.

We do not recognise any agencies or search agencies acting on our behalf unless they have been officially engaged. Applicants should apply to us directly and not be persuaded to go via an agency.

The college will not recognise any agency fees for recruitment activities unless an active engagement linked to a specific role has been agreed.

The college will not pay fees associated with CVs or applicants who are sent to the college via agencies on a speculative basis or in response to college adverts.

Agencies should refrain from sending CVs to anyone working for the college on a speculative basis. The college will make approaches to agencies via our HR team if we feel that we need assistance with a post.

Directorate of Apprenticeships

Suffolk New College has multiple campuses including Suffolk New College (Ipswich), On the Coast (Leiston and Halesworth) and Suffolk Rural (Otley). The Ipswich campus is a modern build close to the centre of Ipswich and offers a wide range of curriculum with 'work ready' skills being a fundamental aim. Suffolk Rural is positioned within a large estate based around a working farm and vibrant animal studies centre. The On the Coast campuses provide predominantly level 2 programmes to the local community area of East Suffolk. All align to the region's key sectors and industrial priorities and contribute towards the skilled workforce of the future.

This is an exciting time to join the college, working within the Directorate of Apprenticeships. Apprenticeships are a core part of the college with a high internal and external profile and there is a strong strategic vision to invest in growing the area, and providing an Apprenticeship offer that meets the needs of industry, employers and regional growth.

The Directorate team comprises of management, Trainers, Progress Coaches, and Compliance, Quality and administrative support, who are all committed to delivering an exceptional experience to our apprentices, students, employers and local community to support local and regional business in their key developments.

As part of the Directorate of Apprenticeships the Employer Engagement Team at Suffolk New College is vital in developing strong partnerships between the college and businesses. This team supports employers by offering tailored solutions for apprenticeship programs, contributing to curriculum development, and driving business growth. Their expertise ensures employers have access to skilled talent and relevant educational resources, enhancing workforce development and contributing to the local economy.

The College is a leading, exciting and vibrant place offering vocational studies within state-of-the-art workshops, delivering qualifications from Level 1 to Level 5 in a range of subject areas, including Construction, Engineering, IT, Hair and beauty, Catering, Art and Design, Fashion, Music, Games Design, Health & Social Care and Inclusive Learning. The College also offers Access courses for adult learners, maths and English GCSE and functional skills. Our Rural Campus in Otley is a specialist land-based campus that offers a range of courses, including Agriculture, Agricultural Engineering, Animal Studies, Arboriculture, Construction, Equestrian Studies, Floristry, Inclusive Learning and Horticulture.

Suffolk New College is committed to nurturing a thriving and supportive work environment for our dedicated staff. Our team is at the heart of everything we do, and we want to make sure you feel valued and cared for. As part of our commitment to your well-being and work-life balance, we offer a range of outstanding staff benefits, including:

Access to our onsite Gym at our Ipswich Campus and outside Gym at our Rural Campus, Employee Assistance Program, Peer support, exclusive discounts and more.

JOB DESCRIPTION

Employer Engagement Support Coordinator

Summary of Benefits and Terms and Conditions

Location:	The main location is Suffolk New College Ipswich Campus
Salary:	£28,710 to £30,621 per annum
Salary Scale:	Business Support SO1
Contract status:	Permanent
Hours of work:	37 hours per week, 52 weeks per year
Pension:	Career average pension scheme in which employees contribute between 5.5% and 12.5% of salary
Holiday:	20 days per annum, rising one day per year worked to a maximum of 25 days, plus Bank Holidays and Christmas closure days
Staff Development:	Corporate, Departmental and Personal Development Programme opportunities
Reporting to:	Head of Employer Engagement & Careers

Suffolk New College is a multi-campus college; therefore, you will be required to work at and travel between campuses

JOB PURPOSE

Reporting directly to the Head of Employer Engagement and Careers, the Employer Engagement Support Coordinator supports positive relationships between the college and its employers and stakeholders. This role ensures employers receive timely, consistent, comprehensive support, facilitates effective communication channels, and enhances employer engagement with the college's offer by supporting the Employer Engagement team.

This role aims to support:

Communication and Support:

As the Employer Engagement Coordinator, you must maintain welcoming, ongoing communication with employers, reinforcing their connection with the college and building solid and lasting relationships. You must also ensure that their ongoing enquiries about apprenticeships and the college offer are addressed promptly.

Employer Engagement:

This role ensures employers feel supported and engaged, strengthening the college's connections with industry partners, and stakeholders. The Employer Engagement Coordinator will play a vital role in the college's mission to bridge the gap between education and industry through proactive and effective communication. You will be key in updating the college CRM platform and working with curriculum teams to ensure the CRM is updated with the employer engagement activity across the college.

Supporting Career Activity:

Within this role, you shall support exciting career activities within the college, such as supporting the organisation of our annual career events, ePASS Conference, the Careers Festival & the Progression

Pathway event. You shall also be supporting the organisation of our Alumni Partner Mentoring program, which aims to match employers with a small group of learners to support their career aspirations and development.

Updating the Apprenticeship Vacancy Process, talent pool and internal hubs.

This role supports the employer engagement team in promoting opportunities for our learners. You shall be responsible for overseeing the Apprenticeship Vacancy process. This includes working with external organisations such as Apprenticeships Suffolk & employers and emailing the SNC talent pool subscribers to ensure all vacancies are advertised and promoted. You shall also be responsible for updating the SNC Apprenticeships and Learner Career Hubs.

MAIN RESPONSIBILITIES AND DUTIES

1. Providing welcoming communication by follow-up emails and phone calls with employers once the Employer Engagement team has had their initial scoping meeting; this may include emailing the employer with the actions and next steps, but it is not limited to this
2. Introducing the employer to curriculum teams and following up on the engagement that has taken place
3. Updating Employer engagement information provided by the Employer Engagement Advisors to the College CRM (Customer Relationship Management System)
4. Providing digital information packs, designed by our marketing department, to employers to ensure they have the information on how they can work with the college
5. Organising the new Industry Partners to receive their MoU (Memorandum of Understanding) and updating the system to ensure all steps have been completed
6. Agreeing and scheduling dates with employers for their Industry Space talks, booking the time on EBS and working with curriculum teams to book their learners onto this activity
7. Ensure that the careers section of the college's website, the apprenticeship hub, and Padlet have regularly updated content to remain current and in line with statutory guidance and local, regional, and national best practices
8. Coordinate the updating of the Colleges' internal job board and ensure this is shared with key College colleagues
9. Uploading the contents of the vacancy form to the relevant platform (as provided by the Employer) and publishing these on the National Apprenticeship Service (which includes managing any changes, rejections, and extended closing dates on the Digital Apprenticeship Service)
10. Check that all applications are complete and email these to employers weekly for their consideration
11. Being the first port of call for applicants if any queries regarding the published vacancy or issues with the system

12. Overseeing the Alumni Partner mentoring program to ensure Alumni are matched with learners, Industry space is booked, and times are confirmed with both parties, along with ensuring that alumni have signed their MoU and have been introduced to curriculum teams
13. Supporting the Head of Employer Engagement & Careers with annual career activities, including scheduling workshops, meet and greet, communicating with employers, and booking learners for the workshops
14. Supporting Industry-specific employer events such as Industry advisory groups. Supporting with organising meetings, booking rooms, booking car parking, and catering
15. Coordinating a seamless approach to moving an employer and/or apprenticeship from initial engagement to onboarding
16. Demonstrate BeSNC which are our college values, and actively support in promoting BeSNC across the campuses to support the college culture
17. Comply with health and safety regulations and policies and implement these effectively throughout all aspects of the role
18. Taking a proactive approach and responsibility for the well-being and safeguarding of all learners
19. Be skilled in customer services and employer relations with excellent communication skills to provide timely and correct information to all stakeholders
20. Any other duties and training as may be required by management which fall reasonably within the competence and level of the job role.

This Job Description sets out the major duties associated with the stated purpose of the post. It should not be assumed that other duties of a similar level/nature undertaken within the section are excluded simply because they are not itemised.

The duties of this post could vary from time to time due to new legislation, changes in technology or policy. Should such variation exist, appropriate training may be given to enable the postholder to undertake the new/varied work.

PERSON SPECIFICATION

	Essential	Desirable
Education and Qualifications	<ul style="list-style-type: none"> • Maths and English to Level 2 or equivalent (GCSE C or 4 grade) • Level 3 qualification or experience of working at this level 	<ul style="list-style-type: none"> •
Knowledge and Experience	<ul style="list-style-type: none"> • Experience in developing and maintaining effective professional relationships and networks both internally and externally • Knowledge of using CRM systems, digital communication skills and Google applications. • Relevant professional experience in a customer facing role with a good track record of achieving targets • Good knowledge and competence of relevant IT systems • Knowledge of CRM systems • Experience of networking and building positive working relationships with employers and external agencies • Experience of analysing information to create clear and concise reports against deadline • Experience of handling multiple tasks/cases • Experience of effectively promoting provision • Experience of effectively promoting provision 	<ul style="list-style-type: none"> • Knowledge of broader issues impacting FE • Familiarity with the education sector, particularly with apprenticeships and employer engagement • Experience of using a CRM system
Skills	<ul style="list-style-type: none"> • Ability to communicate with a diverse range of audiences, including children and young people, parents/ carers and external agencies • Ability to articulate ideas clearly and effectively, both verbally and in writing. • Excellent time management and organisational skills, with the ability to prioritise and manage one's workload • Maintains meticulous records and documentation • Effective and well-developed verbal and written communication skills 	

	<ul style="list-style-type: none"> • Ability to problem-solve using a solution-focussed approach • Ability to build and maintain professional, collaborative working relationships, both internally and externally • Strong commitment to teamwork and to sharing/promoting best practice • IT literate, with a drive to streamline and seek efficiency through the effective use of 	
Qualities & Attributes	<ul style="list-style-type: none"> • Confidence in speaking with employers, stakeholders and colleagues. • Able to build and maintain strong relationships with employers and stakeholders • Takes the initiative and works independently • Calm under pressure with a resilient approach • Self-awareness and reflective • Dedicated to providing excellent support and service to employers and stakeholders • Responsive to enquiries and feedback • Able to adjust to shifting priorities and accommodate unexpected demands • Diplomacy, tact and integrity, demonstrating due regard for confidentiality 	<ul style="list-style-type: none"> • Anticipates needs and takes action without being prompted.
Attitude	<ul style="list-style-type: none"> • Driven to deliver a high-quality service and commitment to continuous improvement • Embeds and promotes equality, diversity, and respect • Embeds and Promotes BeSNC to support the college culture • Pro-active commitment towards safeguarding and promoting the welfare of children and young people • Positive, with a “can-do” attitude • Actively participates in continued professional development • Flexible approach to meet the changing needs of a fast-moving environment 	

EQUALITY & DIVERSITY

All applicants will be afforded equal opportunity of employment irrespective of gender, marital status, pregnancy or maternity leave, sexual orientation, transgender, disability, age, ethnicity, religion or belief. As part of our ongoing commitment to Equality and Diversity, Suffolk New College guarantee an interview to all applicants who have declared a disability or are from a black or ethnic minority group who meet all of the essential criteria.

CRIMINAL CONVICTIONS

Suffolk New College welcomes applications from a diverse range of candidates. Unless the nature of the work demands it, applicants will not be asked to disclose convictions which are 'spent' under the Rehabilitation of Offenders Act 1974. Having an 'unspent' conviction will not necessarily bar applicants from employment. This will depend on the circumstances and background to any offence(s). Any post which involves direct contact with persons under the age of 18 or with vulnerable adults is exempt under the Rehabilitation of Offenders Act 1974 and applicants are required to disclose spent convictions. Appointments will be subject to an enhanced Disclosure check by the Disclosure and Barring Service.

INFORMAL ENQUIRIES

For informal enquiries, please contact Kayleigh Norris, Head of Employer Engagement and Careers Development (01473) 382860 or email kayleighnorris@suffolk.ac.uk

BUSINESS SUPPORT SALARY SCALE

SCP	Business Support Salary Scale SO1
22	£28,710
23	£29,667
24	£30,621