

Job Title: Business Services Apprentice – Employer Engagement
Responsible to: Deputy Head of Employer Engagement

1. Purpose of the Role

- This is an apprenticeship position and is a Level 3 qualification opportunity.
- To support the busy Employer Engagement Team in a variety of admin/customer service related duties, specifically the enrolment process and apprenticeship vacancy matching service.
- To support the screening of candidates for vacancy matching, contact candidates and ensure they ready and able to attend any interviews scheduled and to maintain all appropriate records relating to the work of this service as directed by the Apprentice Recruiter.
- To provide general day-to-day administrative support for employer engagement activities, ensuring all related records are up to date and contribute to the overall efficiency of this service.
- To answer incoming Business Services calls in a professional manner.
- To deliver excellent customer service to all clients of the service.
- To support the delivery of the employer engagement services through continuous self-development and pro-active engagement in all aspects of the service.

Duties

1. Under the direction of the Apprenticeship Recruiters, upload live vacancies to the National Apprenticeship Service website, screen external applications and maintain the Talent Pool to those actively seeking an apprenticeship. Ensuring that all forms of communication to promote vacancies are up to date and appropriate contact is made to ensure candidates have all the information they need to be successful at interview.
2. With guidance develop your own interview skills so that you can contribute effectively to telephone and face-to-face interviews.
3. Maintain accurate records on the CRM for Vacancy Matching services and Online learning and support the production of all reports required to the set deadlines.
4. Respond effectively and accurately to telephone, e-mail and face-to-face enquiries for the business services offer.
5. Be responsible for monitoring and answering all enquiries to the direct mailbox of Employer Engagement, ensuring your team members are aware of relevant information and notifications.
6. Retrieve and compile information from College systems to support the account managers in producing accurate employer reports.
7. Contribute to and participate in all events related to these services, including recruitment and employer events.
8. Contribute to the smooth running of the Employer Engagement Team by undertaking daily office tasks like meet and greet, collecting/sending post, preparing mailshots and helping with data entry tasks as required.
9. Develop as part of the apprenticeship programme, your own initiative to meet challenging targets in order to achieve set KPIs, in-line with the guidance of your Manager.
10. Participate in staff development activities in consultation with your Manager to keep abreast of developments in the principal area of work.

11. Ensure that safeguarding learners and the Prevent agenda is at the heart of all activity undertaken by yourself and the wider work experience team.
12. To follow strictly the requirements of the College's Health, Safety & Environment Policy and Equality/Diversity Policy.
13. You may be required to undertake such other duties, commensurate with your grade and hours of work, as may reasonably be required.

Required Qualifications

- Minimum GCSE Maths and English grade C qualifications or above or equivalent.

Apprenticeship Qualifications opportunity in this role

- Level 3 Business Administrator Apprenticeship Standard

Required Knowledge and Understanding

- Appropriate knowledge of Microsoft Office, excel and power point
- Knowledge and understanding of delivering good customer service
- Knowledge and understanding of administration skills, particularly data entry, information gathering and record keeping
- Knowledge and understanding of effective communication in different formats, face to face, telephone, e-mail and social media
- Knowledge and understanding of providing information that is clearly and professionally presented.

You may be required to work at or from any building, location or premises of Wigan & Leigh College and any other establishment where Wigan & Leigh College conducts its business. You will also be expected to work outside of your normal working hours for College events and enrolments.

2. Variation to this Job Description

This is a description of the job as it is at present, and is current at date of issue. The job description will be reviewed and updated as necessary to ensure that appropriate revisions are incorporated, and that it relates to the job to be performed.

This College is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.