

Job Description

Job Title	Learner Engagement Consultant
Main Purpose	To proactively engage new learners for Derwentside College adult learning programmes, offering information, advice and guidance and enrolment support, whilst developing and maintaining strong relationships with external stakeholders.
Line Manager	Learner Recruitment Manager
Salary	Band F
Date Job Description Agreed	February 2026

MAIN DUTIES

To be responsible for:

- a) establishing and maintaining effective communications with external stakeholders and referral partners, such as community organisations, to promote the College's adult learning programmes;
- b) guiding learners through the end-to-end recruitment process from initial advice and guidance to enrolment, on-programme advice and guidance, interview support, application, and post-course signposting, including aiding with paperwork, employer requirements and meeting deadlines to ensure a seamless learner experience;
- c) co-ordinating the recruitment and enrolment of online learners including the EQUAL/online platform, to ensure timely engagement of learners;
- d) Using a range of digital marketing techniques to recruit suitable adult learners to Derwentside College provision;
- e) establishing and maintaining a database of all stakeholder contacts – ensuring that all enquiries are logged and dealt with promptly and that information is kept up to date and shared with colleagues;
- f) keeping up to date with developments relevant to the post – including local labour market information, local/national initiatives, and the activities of business partners and competitors;
- g) attending awareness-raising and open events – preparing materials as required;
- h) contributing to the destination tracking of adult learners;
- i) delivery of recruitment and administration tasks across multiple funding streams to meet compliance requirements, as directed by the Learner Recruitment Manager;

General duties of all staff

- j) safeguarding and promoting the welfare of children, young people and vulnerable adults;
- k) ensuring that safe working practices are adopted in compliance with relevant health and safety regulations;
- l) demonstrating commitment to the principles of equality of opportunity and treatment, and complying with the requirements of relevant equal opportunities legislation;
- l) assisting in carrying out quality assurance procedures;
- m) attending and contributing to appropriate team meetings to enhance co-operative working relationships and standards of service delivery;
- n) participating in performance management procedures and undertaking staff training;

Undertaking such other duties commensurate with the grade of the post as may reasonably be required.

Person Specification

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Attributes	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> 5 GCSE's (or equivalent) Grade C or above including Maths and English a relevant qualification such as Business Administration / Customer Service / CEIAG qualification at Level 2 or above – or equivalent relevant experience 	<ul style="list-style-type: none"> Information, advice and guidance
Experience	<ul style="list-style-type: none"> previous experience in a recruitment environment or supporting young people and adults to gain training, employment or an apprenticeship of working to targets and tight deadlines 	<ul style="list-style-type: none"> Working in the education sector
Skills and abilities	<ul style="list-style-type: none"> to communicate clearly and effectively, in presentations, meetings and written reports, to a range of audiences to have the ability to maximise opportunities ability to prioritise workloads and maintain high standards of performance to achieve the College's short and long term goals to work under pressure, meeting agreed targets and deadlines to form positive interpersonal and professional relationships with customers and colleagues to work effectively as a member of a team to use I.T packages and systems for the rapid and efficient completion of job tasks 	

Knowledge and understanding	<ul style="list-style-type: none"> of the importance of excellent customer care necessary to drive your targeted area to achieve high quality results of the financial impact of not achieving targets in an agreed timescale of adult learning programmes, particularly, Sector Based Work Academies and online short courses of current employment trends, both locally and nationally 	
Personal qualities	<ul style="list-style-type: none"> target-driven with a high level of self motivation proactive and committed to achieving performance targets a positive, business-like approach to work including a readiness to work flexibly well-organised, enthusiastic and confident a credible personal presence 	

	<ul style="list-style-type: none"> ambition and initiative reliability 	
Other requirements	<ul style="list-style-type: none"> a readiness to work flexibly in a changing and challenging environment Full UK driving licence and access to a vehicle for business use (or access to equivalent mobility). 	