Job Description

Job Title	**Learner Engagement Consultant – Apprenticeships and Placements**
Main Purpose	To proactively engage and support learners throughout apprenticeship recruitment, enrolment and onboarding activity, and to co-ordinate T Level industry placement processes, ensuring an effective learner journey and positive stakeholder experience.
Line Manager	Business Development Manager
Salary Scale and Details	Band F
Date Job Description Agreed	TBC

MAIN DUTIES

To be responsible for:

a) establishing and maintaining effective communications with employers, learners, curriculum teams and external stakeholders to support apprenticeship recruitment, enrolment and T Level industry placements;

b) guiding learners through the recruitment, enrolment and onboarding process for apprenticeships and work placements, including providing information, advice and support to ensure a positive learner experience;

c) co-ordinating employer engagement activities associated with apprenticeship recruitment, learner introductions, interviews, selection activity and placement matching;

d) completing enrolment, compliance and administrative processes, maintaining accurate learner, employer and placement records and ensuring documentation is current and compliant;

e) liaising with employers and curriculum colleagues to ensure placements align with curriculum intent, occupational requirements and learner outcomes;

f) supporting learner engagement throughout pre-enrolment, onboarding and placement activity, acting as a first point of contact for learner and employer enquiries;

g) Identifying, planning and representing the College at awareness raising events across the North East to aid learner recruitment;

h) tracking learner engagement, placement activity and associated milestones, providing timely information, reports and forecasts as required;

i) Track, analyse and report on data trends to measure success against targets and identify areas for improvement;

j) contributing to recruitment, marketing, employer events and promotional activities to support apprenticeship and T Level participation;

k) undertaking general administrative duties to support Business Development Team activities, ensuring efficient operation and effective record management;

General duties of all staff

l) safeguarding and promoting the welfare of children, young people and vulnerable adults;

m) ensuring that safe working practices are adopted in compliance with relevant health and safety regulations;

n) demonstrating commitment to the principles of equality of opportunity and treatment, and complying with the requirements of relevant equal opportunities legislation;

o) assisting in carrying out quality assurance procedures;

p) attending and contributing to appropriate team meetings to enhance co-operative working relationships and standards of service delivery;

q) 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

Job Title	**Learner Engagement Consultant**
Main Purpose	To proactively engage and support learners throughout apprenticeship recruitment, enrolment and onboarding activity, and to co-ordinate T Level industry placement processes, ensuring an effective learner journey and positive stakeholder experience.

Attributes	**Essential**	**Desirable**
Qualifications	• 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 3 or above – or equivalent relevant experience	• Information, advice and guidance
Experience	• of a customer facing role • of liaising with stakeholders via telephone and in-person • of working to targets and tight deadlines	• previous experience in a recruitment environment or supporting young people to gain training, employment or an apprenticeship
Skills and abilities	• 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	• of the importance of excellent customer care necessary to meet the needs of employers and potential candidates • of current employment trends, both locally and nationally • of safeguarding and promoting the welfare of children, young people and adults	
Personal qualities	• self-motivated with the drive to meet targets and deadlines • proactive and committed to supporting the achievement of performance targets • a positive, business-like approach to work • patient and tolerant • a credible personal presence • well-organised, enthusiastic and confident • initiative and reliability	
Other requirements	• a readiness to work flexibly in a changing and challenging environment • a clean, current driving licence • a willingness to use own transport on College business (with insurance for business use)	