



## **JOB DESCRIPTION**

<b>Post:</b>	<b>Community Engagement and Enrolment Officer</b>
<b>Line Manager:</b>	<b>Regional Operations Manager</b>
<b>Hours:</b>	<b>37.5 hours per week</b>
<b>Contract:</b>	<b>Fixed-term contract until 30<sup>th</sup> July 2021</b>
<b>Location:</b>	<b>Poundbury</b>
<b>Salary:</b>	<b>£20,000</b>
<b>Annual Leave:</b>	<b>25 days + 8 bank holiday days paid holiday</b>

### **PRIMARY JOB FUNCTION**

Whitehead-Ross Education and Consulting is delivering a variety of Government-funded education programmes, such as Skills Support for the Unemployed in the Dorset LEP and Adult Community Learning on behalf of Skills and Learning (Bournemouth, Christchurch and Poole Council).

The Community Engagement and Enrolment Officer will lead on developing relationships and engaging with external stakeholders, such as Jobcentres, housing associations and third sector organisations, to promote our courses. You will be responsible for regularly updating stakeholders, developing new relationships, generating leads of prospective learners, providing information, advice and guidance on our courses and enrolling learners.

This will be a target driven role, with a focus on filling classroom courses and working to a monthly profile of learners being enrolled.

### **DUTIES AND RESPONSIBILITIES**

1. Regularly engage with external stakeholders, such as Jobcentres, third sector organisations and housing officers/associations, to promote our courses and programmes.
2. Provide ongoing information, advice and guidance to learners and external organisations about our programmes.

3. Generate and convert warm leads into enrolment appointments.
4. Deliver enrolment sessions to sign-up new learners, including 1-2-1 and group enrolment, ensuring that paperwork is accurately completed, and the required evidence is in place for this to be processed by the administration team.
5. Prepare and deliver appropriate presentations on our programmes (i.e. arranging and attending Jobcentre team meetings).
6. Create frequent reviews and produce weekly reports with enrolment data.
7. Represent the company at networking events, exhibitions and conferences (occasional evening and weekend working may be required).
8. Achieve targets by working towards a monthly profile of learners.
9. Any other reasonable request or duties commensurate to the post.

**ADDITIONAL:**

- To use information technology systems to carry out duties in the most efficient and effective manner.
- To achieve agreed contract outcomes and outputs, and personal appraisal targets, as agreed by the Line Manager.
- To undertake training and constructively take part in meetings, supervision, seminars and other events designed to assist with the effective development of the post holder.
- Ensure all the services within the area of responsibility are provided in accordance with WREC's commitment to high quality service provision to users.
- Demonstrate commitment to equality of opportunity and treatment and comply with company policy and procedures and relevant legislation relating to equality and diversity.

## PERSON SPECIFICATION

CATEGORY	ESSENTIAL
<b>Qualifications</b>	Good standard of education across a range of subjects 5 GCSEs including English and Maths
<b>Experience</b>	Proven experience in community engagement

	<p>Thorough understanding of stakeholder engagement</p> <p>Knowledge of local stakeholders in the education and training sector</p>
<b>Skills and abilities</b>	<p>Fast learner and passion for adult education</p> <p>Self-motivated with a results-driven approach</p> <p>Aptitude in delivering attractive presentations</p> <p>Able to work as a member of a team</p> <p>Able to work with colleagues with a high level of professionalism</p> <p>Excellent written and verbal communication skills</p> <p>Ability to complete administrative tasks</p> <p>Capacity to learn new skills, take the initiative and generate ideas with the minimum of supervision</p>
<b>Personal qualities</b>	<p>Hard-working</p> <p>Reliable, punctual and responsible</p> <p>Puts a high value on treating others with respect and courtesy, and building positive relationships</p>
<b>Other</b>	<p>Clean UK Driving Licence and willingness to use own car (travel expenses paid)</p> <p>Your offer of employment will be subject to a satisfactory Disclosure and Barring Service (DBS) check. This check will be paid for by the Company</p>