



## **JOB DESCRIPTION**

<b>POST:</b>	<b>Employer Engagement Officer</b>
<b>HOURS:</b>	<b>37.5 hours per week</b>
<b>LOCATION:</b>	<b>Worthing</b>
<b>SALARY:</b>	<b>£26,500 per annum</b>
<b>ANNUAL LEAVE:</b>	<b>25 days + 8 bank holiday days paid holiday</b>

### **PRIMARY JOB FUNCTION**

We are seeking Employer Engagement Officers to join our team. Our frontline staff are at the forefront of our business. The ideal candidates who will fill these exciting roles will be motivated and have a passion for supporting people reach their full potential. You will liaise with employers and stakeholders in order to create opportunities for unemployed jobseekers accessing our programmes. The successful candidates will need excellent communication skills and have an innovative approach to identify and secure job vacancies and placements for our customers.

We are looking for candidates from a sales, marketing or recruitment background who have an understanding of the challenges that our customers face when seeking employment. This is a varied role where no two days are the same. You will be highly organised, thrive in a targeted environment and be proactive in your approach.

You will work closely with a team of Work Coaches and customers to identify suitable sectors and attend and organise local networking meetings to promote our service, be able to provide a collaborative approach and have the ability to relate to and communicate effectively with a wide range of people. You will provide advice and guidance to support customers at different levels to achieve their goals. You must be able to work independently, demonstrate strong time-management skills and strong attention to detail.

### **RESPONSIBILITIES**

- Maintain a good understanding of the local labour market and be able to identify employer needs.
- Deliver performance against agreed KPIs.
- Identify and secure suitable job vacancies for jobseekers to apply for.
- Attend local networking groups.
- Generate new employer relationships through ongoing business development.
- Be committed to supporting people to reach their goals.
- Create employer engagement activities and produce a monthly plan that incorporates a range of innovative marketing and sales strategies and solutions.

- Attend and organise events in the community to engage with employers and promote our service.
- Create reports to update management and our wider staff teams on success, progress and employment trends.
- Support the work of the wider organisation and plan activities accordingly.
- Adhere to customer service standards to ensure all customers are receiving a consistent service.
- Support the Local Delivery Managers and Team Leaders to prepare for contract review meetings as required.

This is an outline job description designed to give an overview of the responsibilities of the role. We expect the job holder will work flexibly, responding to organisational need and changes as they occur.

## PERSON SPECIFICATION

<b>Education, Qualification and Training</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Good standard of education with GCSE to grade C or equivalent minimum in English and Maths.</li> <li>• Evidence of continuing professional development (CPD) appropriate to the level and scope of the role.</li> </ul>	<ul style="list-style-type: none"> <li>• Any relevant training or advisory qualifications.</li> </ul>
<b>Knowledge, Skills, Ability and Experience</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Knowledge of recruitment processes and the labour market.</li> <li>• Sales, marketing or recruitment experience.</li> <li>• Proven experience of working in a target driven environment.</li> <li>• Experience within a customer focused role.</li> <li>• Experience of working in a targeted environment.</li> <li>• Excellent administrative, planning and time management skills.</li> <li>• Excellent written and verbal communication skills.</li> <li>• The ability to demonstrate excellent influencing/sales skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience of working in a Welfare to work/Employer Liaison role.</li> <li>• Previous experience of developing effective community engagement activities and events.</li> </ul>
<b>Attitude and Behaviours</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Flexible approach to change, innovation and progress in the work environment.</li> <li>• High standard of diplomacy, integrity and reliability.</li> <li>• An energetic approach to delivery.</li> <li>• Open minded and able to embrace change.</li> </ul>	

<ul style="list-style-type: none"> <li>• Willingness and ability to work occasional unsociable hours when required.</li> <li>• A positive assertive attitude to all aspects of work and development.</li> <li>• Professional, confident and compassionate approach to work.</li> <li>• Resilient with the ability to work under pressure.</li> <li>• Willingness to learn new skills and undertake further study related to role.</li> <li>• Confidence and self-awareness of own limitations and professional boundaries.</li> </ul>	
<b>Other</b>	
<ul style="list-style-type: none"> <li>• Clean driving license and access to own car</li> <li>• You will require an Enhanced DBS Disclosure for this role, which the Company will pay for.</li> </ul>	