

Job Title:	WHP JETS Employer Account Manager
Reports to:	Regional Employer Manager
Salary:	£33,000.00 to £40,000.00
Location:	Home Based covering Central, Home Counties or London delivery

This role is working on a DWP Work and Health Programme - Job Entry: Targeted Support (WHP/JETS)

Purpose

The WHP-JETS Employer Account Manager role is responsible for winning, developing and retaining key employer partnerships to support the contractual requirements of the WHP-JETS programme.

The post holder will work in conjunction with Operational teams to provide employer relationship management to drive performance objectives, deliver sales tools, manage accounts, support recruitment initiatives, and drive employment outcomes for participants.

Main Duties and Responsibilities

1. Win high volume employment opportunities including vacancies and job focused work placements to meet participant needs and aspirations
2. Develop existing key employer partnerships regionally to maintain a flow of employment opportunities for programme participants.
3. Retain employer partnership ensuring outstanding service delivery, post-placement support service and repeat business.
4. Maintain and record regular employer contact and create avenues for the timely sharing of information with colleagues to ensure all opportunities to engage further with the employer are acted upon.
5. Lead on the development and maintenance of key external stakeholder groups such as public sector organisations, employer forums and other industry associations
6. Support the development of online resources, communications and processes to facilitate employer contact and opportunity growth.

7. Be a source of knowledge about how to engage and maximise employer relationships for the wider operations team.
8. Support the measurement of employer satisfaction and success by gathering feedback and contributing to continuous improvement.
9. Work closely with colleagues in Operations, Marketing and the supply chain and engage with PR activities to enhance Shaw Trust's reputation and presence with local and national businesses.

This job description is intended to provide a broad outline of the main duties and responsibilities only. The post holder will need to be flexible in developing the role in conjunction with the line manager. The post holder may be asked to carry out any other delegated duty or task that is in line with their post.

Other

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work etc. Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has an Equality, Diversity and Inclusion Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.

7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment.

Person Specification

Job Title: WHP JETS Employer Account Manager

(E = Essential D = Desirable)

Technical competency (qualifications and training)

- Holding or able to achieve NVQ Level 4 Sales and Marketing or Customer Service (or equivalent) **(D)**

Experience, Knowledge and Skills

- A track record of establishing and maintaining productive relationships with employer. **(E)**
- Proven experience of meeting and exceeding targets. **(E)**
- Experience of working in employment and/or training sectors. **(E)**
- Recruitment and/or sales experience. **(E)**
- Established industry and commercial networks. **(D)**
- Understanding of employer expectations and health and safety requirements and responsibilities. **(E)**
- Knowledge of performance improvement approaches. **(D)**
- Knowledge of current recruitment practice and corporate social responsibility. **(E)**
- Knowledge of the local and regional labour market. **(E)**
- Knowledge of benefit system and employment programmes. **(D)**
- Effective negotiation and persuasion skills. **(E)**
- Able to quickly identify problems, think flexibly and resolve issues. **(E)**
- Team player. **(E)**
- Highly organised and adept at optimal time management. **(E)**
- Flexibility to cope with the varying demands of the role, managing time effectively to achieve the desired results. **(E)**
- Comfortable working remotely using a range of digital channel including phone, video conferencing, instant messaging and email. **(E)**
- Good administration, IT and organisational skills with good experience of using MS office software. **(E)**
- Excellent communication and presentation skills. **(E)**

Safeguarding

- Be able to display an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. **(E)**
- This post requires a Disclosure and Barring Service check at Enhanced level. **(E)**

Other

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities, Diversity and Inclusion. **(E)**
- Willingness to undertake frequent travel around sites in the UK, including occasional overnight stays. **(E)**

shaw trust