

## Job Description

- Job Title:** Business/External Engagement Support Officer
- Reports to:** Natasha Church
- Location:** Essex
- Purpose :** To support the progression of learners into suitable work placement opportunities and develop links with recruiting employers.

### Main Duties and Responsibilities

- Create market strategies for building and maintaining relationships with recruiting employers in the SELEP area, including Kent, Medway, Essex and East Sussex.
- Proactively source, locates and develops opportunities in line with revenue and contract targets.
- Developing and maintaining relationships with clients and identifying new business opportunities.
- Conduct market research ensuring the training opportunities that are being offered are in line with the local labour market.
- Working with the progression officer, source and secure vacancies and work experience/placement opportunities, tour of employer workplaces and support with gaining interviews.
- Communicate, liaise, and negotiate internally and externally using appropriate methods to facilitate the development of profitable business and sustainable relationships
- Support the programme to generate referrals to the programme.
- Work across contracts and other areas of the business as and when requested by the Head of Service.
- Identify leads across Kent, Essex and East Sussex for placement opportunities
- Cold calling and creating opportunities for building and maintaining relationships with recruiting employers in the SELEP area
- Achieve KPI's and Individual Performance Plan.

## Other:

- To undertake any further training as identified in the Shaw Trust review procedures.
- Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
- Employees must comply with the provisions of 'The Health and Safety at Work 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.
- 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.
- The Trust has a 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.
- 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.
- 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.
- Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
- To report to line manager, or other appropriate person, in the event of awareness of bad practice.
- Recycle and manage energy within your environment in line with Shaw Trust's Strategic aim to adopt green approaches and become carbon neutral.

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.

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| <p><b>Person Specification</b></p> <p><b>Job Title: Business/External engagement Support Officer</b></p> <p>(E=Essential D=Desirable)</p>  |
| <p><b>SKILLS AND CORE COMPETENCIES</b></p>   |
| <p><b>Technical competency (qualifications and training)</b></p> <ul style="list-style-type: none"> <li>• L2 or equivalent in Functional Skills Maths, English &amp; ICT or equivalent (E)</li> </ul>  |
| <p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Previous experience of providing employment-related or skills training. (E)</li> <li>• Experience of working with Welfare to work contracts (D)</li> <li>• Experience of working within the geography (D)</li> <li>• Strong knowledge of the local labour market and demographics. (E)</li> <li>• Experience of effectively managing client relationships. (E)</li> <li>• Demonstrable experience of successfully working to targets (D)</li> <li>• Experience working with employer networks, agencies and local authorities (D)</li> </ul>   |
| <p><b>Skills and Attributes</b></p> <ul style="list-style-type: none"> <li>• Strong interpersonal and negotiating skills. (D)</li> <li>• To be solution focussed and proactive in the engagement of prospective employers, stakeholders and other organisations. (E)</li> <li>• Self-starter and ability to manage own workload and deliver individual and team performance targets. (E)</li> <li>• Research and analysis skills (D)</li> <li>• Ability to manage priorities and work with a high caseload. (E)</li> <li>• Ability to deliver excellent customer service. (E)</li> <li>• Excellent organisational and project management skills (E)</li> </ul>   |
| <p><b>Personal qualities, communicating and relating to others.</b></p> <ul style="list-style-type: none"> <li>• Effective written and verbal communication skills (E)</li> <li>• Excellent organisational and project management skills (E)</li> <li>• Self-management – manage workload effectively. (E)</li> <li>• Relationship management – develop and maintain productive relationships with your team, management, clients, partners, and all key stakeholders. (E)</li> <li>• Customer and employer focussed – committed to understand client aspirations and supporting their needs. (E)</li> <li>• Represent Shaw Trust in a professional manner on all occasions. (E)</li> <li>• Strive to improve practice to be creative and innovative and work towards continuous improvement. (E)</li> <li>• To adopt a co-operative approach to delivery by maintaining and promoting effective communications, sharing good practice across the organisation. (E)</li> </ul> |

**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 a basic level (E)

**Other**

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. (E)
- Demonstrate knowledge and understanding of safe and healthy working practices. (E)
- Must be prepared to travel across the UK, if and as needed. (E)
- Must have a clean current driving licence and a car available for business use. (D)