

Job Description

Job Title: Learner Engagement Officer
Reports to: Assistant Director
Location: Home based

Purpose

Our Learning Engagement Officers are focused on recruitment of learners for a range of employability and skills programmes. They attend meetings and develop relationships with other organisations to promote our programmes. They drive referrals and maintain good working relationships with key stakeholders ensuring that there are the required numbers of courses per region per contract in line with internal business requirements. They also make sure the learners stay engaged and keep regular contact to ensure that the learners are receiving all the support required.

You should have high ethical standards and take personal accountability for everything you do and always look to be the best.

You should have a proven track record of achieving or exceeding targets in a demanding fast paced role and be able to work with a diverse group of learners, showing empathy whilst helping them to overcome complex and multiple barriers.

Main Duties and Responsibilities

1. Developing and maintaining good strong relationships with external organisations
2. Identifying and promoting courses to learners and learner referral sources
3. Engaging with potential learners and providing them with accurate information, advice and guidance along with keeping records of all of the above activities
4. Carrying out initial assessment activities, identify individual learner support requirements and communicate to the relevant colleagues
5. Identify employment opportunities linked within the training and qualifications that we provide within our provision. The purpose of this is to gain interviews for our learners and support the transition from completion of training and qualifications into employment, Apprenticeships, traineeships and / or Further Education.
6. Maintaining the learner tracking details for each of the courses and effectively communicating with the relevant tutors and assessors to collate all of this information
7. Support the tracking of the learners upon completion into a positive destination
8. Responding to client enquiries and providing support to their requirements

9. Attending promotions days at other locations when required and promoting the full range of Shaw Trust services to potential customers/learners
10. Accurately and timely completion of all documentation
11. Effectively communicating with other staff members about day to day activities

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 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 or 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 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.
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 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.

<p align="center">Person Specification</p> <p align="center">Job Title: Learner Engagement Officer</p> <p align="center">(E=Essential D=Desirable)</p>
SKILLS AND CORE COMPETENCIES
<p>Technical competency (qualifications and training)</p> <ul style="list-style-type: none"> • L2 or equivalent in Functional Skills Maths, English & ICT or equivalent (D)
<p>Experience</p> <ul style="list-style-type: none"> • Demonstrable experience of successfully working to targets (E) • Demonstrable experience of providing excellent customer service skills (E) • Demonstrate knowledge & understanding of safe and healthy working practices (E) • Experience of working with employer networks, agencies and local authorities (D)
<p>Skills and Attributes</p> <ul style="list-style-type: none"> • Engaging and maintaining positive relationships with learners (E) • Excellent IT skills, including familiarity with Microsoft Office software and previous experience of working with databases. (E) • Self-management – manage workload effectively (E) • Relationship management – develop and maintain productive relationships with your Team, Management, Clients, Partners, Sub contractors and all key stakeholders. (E) • Customer and Employer focused – committed to understanding client aspirations, supporting their needs. (E) • Ability to take a problem-solving approach to work tasks (D) • Ability to set and work to SMART targets. (D)
<p>Personal qualities, communicating and relating to others</p> <ul style="list-style-type: none"> • Excellent verbal and written skills and ability to communicate concisely and effectively (E) • Good at building relationships with colleagues (E) • Ability to work well as part of a team and independently when required (E) • Represent IXION, part of Shaw Trust in a professional manner on all occasions. (E)
<p>Safeguarding</p> <ul style="list-style-type: none"> • 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 (Enhanced) level (E)
<p>Other</p> <ul style="list-style-type: none"> • Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity (E)