



Job Title: Employer Engagement Support Officer

Reporting to: Head of Service

Role Overview:

- Responsibility to be able to build relationships with colleagues, partners and employers to ensure we fully support the contract need.
- To actively market, promote and engage with eligible employers to generate opportunities, focused on the ESF Skills programmes (or other contracts as designated)
- Establishing and maintaining relationships with employers, referral agencies, stakeholders and customers throughout the participant journey with Ixion.
- Identify new opportunities to grow the division via new contract wins and relationship building in line with Ixion's growth targets.
- Engage with other Ixion contract teams to promote and sell Ixion's training /skills offer and maximise direct delivery/product opportunities across the Group.
- Support the Skills division in gaining "Starts" in all other areas as well as the core ESF contracts, e.g. Apprenticeships/ 19+ loans funding etc.

Principle Accountabilities:

- Support given to the Employer Engagement Manager to deliver the contract deliverables.
- Take ownership of individual employer engagement that incorporates a range of innovative marketing and sales strategies and solutions .
- Happy to conduct the appropriate administration duties as required.
- Confidence in using Microsoft Office
- Co-ordinate the monthly newsletter .
- Proactively sources, locate and develops opportunities in line with revenue and contract targets ensuring all opportunities are fully exploited to enhance employer and learner participation.
- Develop relationships with employers to support our partners and participants in the delivery of the contract. To gain jobs, training and other opportunities and to log opportunities on the CRM
- Generate and co-ordinate a pipeline of opportunities that lead to employer / candidate participation.
- Cold call employers to establish a relationship.
- Keep up to date information on our internal logging system for Volunteer placements, Jobs, training and other opportunities.



- To offer IAG to participants and support with the career guidance sessions offered to our participants.
- To keep the referral log up to date on a weekly basis and to follow up any issues with the appropriate partners
- Support with the Connecting Choices Champions meetings.
- To conduct regular job searching activities to support our participants in their journey.
- Develop and foster new business relationships at a senior level by researching, identifying and attending regular networking & partnership events to create opportunities.
- To offer support with the recruitment strategy.
- Support with the Sustainability meetings on a quarterly basis.
- Engage with social media platforms to support the Marketing strategy.
- Maximise the network connections e.g DWP, NHS etc and Partner supply chains etc to maximise opportunities.
- Attend and present at external meetings to promote our programme(s)
- Direct engagement with participants, partners and employers to provide information, advice and guidance
- Communicate, liaise, and negotiate internally and externally using appropriate methods to facilitate the development of profitable business and sustainable relationships.
- Manage and formulate an 'Employer Bank' database to collate and record the work undertaken with employers
- Undertake all other responsibilities and duties as needed for the successful delivery of ESF contracts (or contracts as designated).
- Understand and adhere to all responsibilities to ensure that the quality requirements of Ixion's Quality Assurance Framework, the prime contractor, funding body, Investors In People, OFSTED, DWP Quality Framework, or any other contract stakeholder, are maintained.

GENERAL RESPONSIBILITIES:

- Ensure that you work to the IXION Group's vision, values, objectives and priorities and are strongly committed to them
- Understand and adhere to all responsibilities to ensure that the quality requirements of IXION's Quality Assurance Framework, the prime contractor, funding body, OFSTED, DWP Quality Framework, or any other contract stakeholder, are maintained



- Promote the principles of Equality and Diversity and ensure that the policy is fully applied at all times
- Understand and be committed to all personal responsibilities under Health & Safety and Safeguarding procedures, and ensure that the policies are adhered to at all times
- Ensure that the Code of Conduct, Data Protection, Harassment & Bullying Confidentiality, Anti-Fraud, Data Security and all other policies of the Company are fully applied at all times
- Strictly adhere to all IXION processes and procedures
- Ensure individual expertise and subject area knowledge is up to date through Continuous Personal Development, including sharing good practice, engaging with training and acquiring / maintaining any individual qualifications required for the role.
- Work flexibly in the field and across offices, as and when directed by line manager.
- As necessary, and in addition to the above, undertake other activities commensurate with the nature of the post.

Core Competencies

All IXION employees are required to demonstrate a number of core competencies

- Self management – manage workload effectively
- Relationship management – develop and maintain productive relationships with your Team, Management, Clients, Partners, Sub contractors and all key stakeholders.
- Customer and Employer focused – committed to understanding client aspirations, supporting their needs.

Attitudes & Behaviours

- Represent IXION in a professional manner on all occasions.
- Strive to improve practice to be creative and innovative and work towards continuous improvement
- To adopt a co-operative approach to delivery by maintaining and promoting effective communications, sharing good practice across the organisation and with externally.

Experience and Qualifications required

Essential



- Ability to build relationships with employers to ensure we fully identify a business growth need.
- Demonstrable experience/ knowledge of working successfully with employers and participants.
- To be solution focussed and proactive in the engagement of prospective employers.
- To create opportunities and account manage effectively
- Have a sales driven, KPI achieving mindset and thrives on performance outcomes and performance management.
- The work of the project is heavily driven and as such the post holder will have the track record, drive and proven experience to achieve or exceed results within a quality framework against targets.
- Sound knowledge of the local labour market and demographics.
- Ability to gain credibility and establish effective relationships with employers.
Demonstrable experience of sharing, presenting and cascading knowledge on a regular basis to a range of audiences in a variety of formats.
- Experience of working with employer networks, agencies and local authorities.
- Ability to manage own workload and deliver individual and team performance targets.
- Work effectively as a member of a team to develop innovative and creative approaches to meet the needs of employers.
- Ability to communicate with others effectively and accurately in writing face-to-face and to use the telephone to influence others.
- To competently use ICT across a range of Microsoft applications to produce documents, spreadsheets, publicity materials and other relevant documentation as required.
- Good interpersonal skills, including working with partners via telephone and face to face.
- Ability to set and work to SMART targets.
- Demonstrate knowledge & understanding of safe and healthy working practices (in particular how these may also extend to young people).
- Ability to present information at meetings.
- Able to demonstrate an understanding of the variety of training opportunities available to employers / prospective learners
- Driving Licence and willingness to travel to a range of locations.
Previous experience of providing employment-related or skills training.

IXION is committed to safeguarding and promoting the welfare of all learners/customers, and expects staff to share this commitment.



All Roles will require a basic DBS Disclosure check due to the nature of the work to be undertaken.