

JOB DESCRIPTION/PERSON SPECIFICATION

Job Title:	Business Liaison Officer
Responsible to:	Group Executive Director Business Engagement
Responsible for:	N/A

1.	Job Purpose:
1.1	<p>The business engagement function at TEC Partnership brings together all of the people responsible for business-facing activity in a central team with the intention of maximising relationships and our ability to engage in multiple ways.</p> <ul style="list-style-type: none"> • The effective management of coordinating business from the engagement team to apprenticeship team and other teams across the group • The effective management of the relationship with potential apprentices and employers ensuring that we meet funding guidelines.

2.	Key Responsibilities:
2.1	Ensure all enquiries are responded to effectively and refer as necessary any potential leads to the Business Engagement Consultants.
2.2	Effectively manage the coordination of business paperwork and compliance and apprentice paperwork and compliance.
2.3	Coordinate between the apprenticeship delivery team and the business engagement team.
2.4	Work with the Recruitment Officers to produce apprenticeship skills scan for successful individuals.
2.5	Produce Schedule 1 paperwork including price matrix based on skills scans.
2.6	Liaise with employers regarding the apprenticeship service or digital apprenticeship service connection, ensuring the connection is approved and chase until the connection is complete.
2.7	Coordinate the communication to business on changes within National apprenticeship minimum wage, apprenticeship information, incentive payments etc.

2.8	Update the CRM system with all learner details for enrolment.
2.9	Collect ID, right to work, certificates PLR prior to being enrolled.

3.	Specific Duties:
3.1	Create KPIs to monitor response times to ensure enrolments have happened in a timely manner.
3.2	Book enrolment appointments on behalf of the work-based trainers.
3.3	Remain up to date on the range of products and services the TEC Partnership offers to businesses.
3.4	Ensure relevant and proactive reporting of surveys for employers and the onboarding process.
3.5	Work with the Recruitment Officers and Business Engagement Consultants to effectively facilitate an outstanding apprentice experience.
3.6	Support in facilitating apprenticeship interviews where appropriate.
3.7	To perform such other duties that are commensurate with the level of responsibility of the post.
3.8	Work closely with Business Engagement Consultants to ensure all paperwork is compliant
3.9	Close liaison with the Business Development Manager on creating effective processes for apprentices to be sourced, evaluated and placed into apprentice vacancies.

4.	Budget Responsibility:
4.1	The post holder is required to ensure that the areas under their responsibility achieve budget on a monthly/ annual basis. The post holder will be required to observe and comply with the financial regulations of the Partnership at all times.

5.	Continuing Professional Development:
5.1	The post holder will proactively take part in the Partnership Appraisal (PDR) process and will appraise any staff they are responsible for.
5.2	The post holder must undertake all training deemed mandatory by the Partnership (e.g. Safeguarding, Equality and Diversity and Health and Safety) and will be expected to attend all other relevant training and continuous professional development events. They are responsible for their own professional updating.

6.	Health and Safety:
6.1	<p>The post holder will be required:</p> <ul style="list-style-type: none"> • To take reasonable care to safeguard their own safety and that of others with whom they work. • To cooperate with designated officers named by the Governors and/or the CEO and any other designated Group manager to enable the TEC Partnership to comply with its obligations under Health and Safety legislation. • Not to interfere with or to misuse anything provided in the interests of health and safety or welfare. • To report immediately any defects in plant, equipment or the environment.

7.	Equality and Diversity:
7.1	<p>The Partnership is committed to the provision of equal opportunities and strives to ensure that unfair discrimination does not occur. All employees have a duty to ensure unfair discrimination does not occur and to support the implementation of the Partnership's Equality policy as appropriate.</p>

8.	Safeguarding Children and Vulnerable Adults:
8.1	<p>The Partnership recognises that it has a statutory and moral duty towards safeguarding the welfare of children, young people and, if appropriate, vulnerable adults who participate in any Institute group activities and expects all staff to share this commitment. All safeguarding mandatory training and updating must be undertaken (see 5.2).</p>

9.	TEC Partnership Policies and Procedures:
9.1	<p>All staff are required to be aware of and comply with all TEC Partnership Policies and Procedures which are accessed via the Virtual Learning Environment.</p>

Note

This job description is current as at the date of your appointment. In discussion with your line manager your post description may be varied at any time to reflect or anticipate changes in or to the post and you may be required to undertake other duties commensurate with the grade of your post.

Please see following page for Person Specification

Qualities	Specific Requirements	E	D
Qualifications and Training	<ul style="list-style-type: none"> • Level 2/GCSE English and Maths • Degree or equivalent in related subjects 	E	D
Specialist Knowledge	<ul style="list-style-type: none"> • Knowledge of further education, apprenticeships and other qualifications • Knowledge of marketing tools or techniques • CRM (Customer Relationship Management) systems • Ability to promote college's relationships in the community and with employers 	E	D D D
Experience	<ul style="list-style-type: none"> • Creation of processes including reporting performance • Working in a customer-centric role • Representing an organisation at external events • Line management, ideally in a multi-site environment • Creating and tracking KPIs 	E	D D D D
Skills and Attributes	<ul style="list-style-type: none"> • Excellent communicator with a wide range of audiences. • Excellent customer service skills. • Highly organised with fantastic attention to detail. • Self-starter and initiative taker. • Energy and commitment to setting and achieving goals. 	E E E E	
Other	<ul style="list-style-type: none"> • DBS check carried out on appointment 	E	
	<ul style="list-style-type: none"> • Hold a current driving license and have own transport 	E	

Qualities identified and determined by:

E = Essential

D = Desirable