

JOB DESCRIPTION/PERSON SPECIFICATION

Job Title:	Recruitment Officer
Responsible to:	Business Engagement Manager
Responsible for:	NA

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. This role has two main focusses:</p> <ul style="list-style-type: none"> • The effective management of the relationship with potential apprentices and other learners including the matching of potential apprentices with vacancies at businesses. • Promotion of apprenticeships and other training at events, with schools and at employment events.

2.	Key Responsibilities:
2.1	Work with marketing colleagues to support and promote apprenticeships and other training.
2.2	Make referrals to colleagues appropriately, tracking them via approved processes and following up according to guidance. Including internal referrals for “work ready” support.
2.3	Effectively handle communications with applicants and businesses to deliver outstanding customer service and contribute to the delivery of income and student recruitment targets. This includes interview preparation and feedback.
2.4	Work closely with the Business Development consultants to promote vacancies for apprenticeships and other types of training and work pro-actively to ensure vacancies are filled in a timely fashion.

3.	Specific Duties:
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3.1	Remain up to date with the range of products and services the TEC Partnership offers so you can talk knowledgeably about them to potential learners.
3.2	Work closely with marketing to understand the marketing calendar including events and campaigns so that enquiries can be anticipated and followed up.
3.3	Use the CRM system as directed to log and follow up your activity.
3.4	Work with Business Development Consultants to effectively facilitate an outstanding learner experience.
3.5	Attend events to engage with potential learner and apprentices and businesses and alongside the marketing team.
3.6	Attend school assemblies, events and open evenings to support the Gatsby Benchmark and the local community.
3.7	Facilitate apprenticeship interviews where appropriate.
3.8	Processing of applications onto the apprenticeship service
3.9	Complete eligibility forms or enrolment forms for applicants
3.10	Send applications over to employers, book interviews and ask employers for feedback.
3.11	Create a pool of applicants that are ready to be sent to an employer prior to advertising
3.12	Advertise vacancies on TAS, job boards and website. Promote with marketing across social media.
3.13	Support at Inductions
3.14	Hold drop in sessions or face to face sessions
3.15	Offer information, advice and guidance to potential students on apprenticeships, full cost and career development
3.16	Work with the business development team to understand the apprenticeship vacancy and the requirements of the team
3.17	To perform such other duties that are commensurate with the level of responsibility of the post.

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:
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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:
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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
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7.	Equality and Diversity:
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7.1	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.
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8.	Safeguarding Children and Vulnerable Adults:
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8.1	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)
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9.	TEC Partnership Policies and Procedures:
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9.1	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.
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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 • Level 3 qualification in business administration, customer service or other related qualification. 	E	D
Specialist Knowledge	<ul style="list-style-type: none"> • Ability to promote college's relationships in the community and with employers • Knowledge of using databases for business purposes • Knowledge of CRM (Customer Relationship Management) systems 	E	D D
Experience	<ul style="list-style-type: none"> • Experience of recruitment • Working in a customer-centric role • Representing an organisation at external events • Working to KPIs 		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 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