

Role Profile

Role Title	Junior Business Consultant
Reporting To	Sales and Recruitment Manager
Department	HCUK Training
Grade	£23,000 - £26,000
Version Date	December 2020

Role Purpose

This post will assist the sales and recruitment team to provide continued support to employer engagement and apprenticeship recruitment. Supporting the growth ambitions of HCUK Training and Hull College by driving excellent business relationships across Hull and surrounding areas. Responsible for providing an individualised business engagement and brokerage service whilst ensuring an effective and efficient administration service is provided. This role will also be responsible for the execution of the agreed administrative process and elements of compliance stipulated in the contract.

The position requires flexibility, enthusiasm and the ability to meet targets for both Levy and non-levy areas, manage multiple deadlines and work as part of a team. The post holder will be required to work across both sales and recruitment and will need to demonstrate clear customer service skills of a high standard.

Strong IT skills are essential, coupled with a professional attitude, organised approach to tasks and a desire to exceed contractual targets.

Key Responsibilities

1. To provide and maintain an efficient, effective and confidential administration support service to the Sales and Recruitment team.
2. Establish recruiting requirements by studying business plans, local LEP priority areas and objectives; meeting with managers to discuss operational recruitment needs and understand funding streams and contract targets.
3. Provide a professional and positive service to employers and employer groups to secure their commitment to working with HCUK Training and receiving recruitment support.
4. To support business consultants to generate business interest with employers through a range of appropriate mediums including cold calling, conducting face-to-face business brokerage and delivering presentations at networking/stakeholder events.
5. Supporting with the uploading of job adverts, bookings, enrolment paperwork and other appropriate documentation and take decisions to rectify errors.
6. To provide employers with a timely and responsive service focused on meeting their business recruitment needs, supporting individuals into apprenticeships, higher level and degree apprenticeships.
7. Support the business consultants to ensure Learner Management System CRM are updated at all times to ensure progress on employer participation can be monitored and evaluated. All employer records and contact should be maintained at all times.
8. To meet and exceed agreed targets set by the line manager, to fulfil the needs of the Apprenticeship Services contract.

9. Support Sales and recruitment team to attend organisation of stakeholders and business network events.
10. Provide prompt responses to Business Consultant queries to ensure all employer relationships are managed and offered the best recruitment service.
11. To keep updated and fully informed with regards to funding requirements, changes in legislation and traineeship and apprenticeship eligibility criteria.
12. Identify additional support needs and make referrals to internal teams and external agencies where required.
13. To keep up to date with relevant policy changes and funding rules to ensure all Apprenticeship provision is compliant and delivered within the required guidelines. Ensure that all activity is compliant with College policy and procedure with particular attention to Safeguarding, Security and College Values
14. To ensure that HCUK Training staff are providing outstanding teaching, learning and assessment, delivering excellent outcomes for learners above National benchmarks.

Person Specification - Junior Business Consultant

	Essential	Desirable	How assessed*
QUALIFICATIONS			
GCSE Maths and English (or equivalent) with a minimum Grade C.	✓		AF/Cert
Customer Service Qualification		✓	AF/Cert
Hold or willing to work toward Advice and Guidance NVQ	✓		AF/Cert
Evidence of commitment to personal development and continuous improvement	✓		AF/IV
KNOWLEDGE AND EXPERIENCE (UP TO DATE/ CURRENT)			
Recent and relevant experience of working in a similar role	✓		AF/IV
Experience of sales activity and business engagement with a proven track record of meeting and exceeding objectives		✓	AF/IV
Results driven, with the ability to manage multiple deadlines and achieve contractual targets	✓		AF/IV
Understanding of government funded programmes		✓	AF/IV
Experience of using Microsoft Office (Word, Excel, PowerPoint, Publisher) Outlook and Explorer and using Information & Learning Technology		✓	AF/IV
Experience of working with sensitive data and operating in accordance to the Data Protection Act.		✓	AF/IV
Understanding of recruitment legislation and basic employment law		✓	AF/IV
SKILLS AND ABILITIES			
Excellent verbal and written communication skills	✓		AF/IV
Excellent planning, organisation and prioritising skills	✓		AF/IV
Excellent interpersonal and networking skills, with the ability to communicate to key stakeholders at all levels	✓		AF/IV
Good analysis, problem solving and decision-making skills	✓		AF/IV
High accuracy and attention to detail	✓		AF/IV
Good numerical and verbal reasoning skills	✓		AF/IV
Ability to work flexibly, including evening and weekend work as and when required	✓		AF/IV

*Key to how skills are assessed:

AF = Skill assessed via application form

IV = Skill assessed via interview

AT = Skill assessed via test/work-related task

Cert = Certificate checked at interview