



Job Title: Business Consultant	Pay Grade: £30,000
Normal Place of Work: Harrogate, with Travel to other HCUK Sites as required.	Line Manager: Senior Business Consultant
Role Summary: <p>This post will assist the HCUK External Funding team in driving excellent business relationships for the European Social Fund Skills Support for the Workforce contract across Yorkshire and the Humber.</p> <p>Responsible for engaging with employers, and employer sector groups, to understand and provide innovative solutions to their business training needs and employee skills development.</p> <p>To maintain a strong pipeline of employer training needs analysis appointments, SSW training and progression opportunities to fulfil our contractual requirements, maintaining strong internal and external relationships at all times.</p> <p>The position requires a professional attitude and commitment to achieving contract targets.</p> <p>Customer Excellence is to be delivered at all times as well as accurate completion of associated contract administration.</p>	

Principal Accountabilities:

1. Provide a professional and positive service to employers and employer groups to secure their commitment to working with HCUK Training on various contracts across the division
2. To be responsive to business requirements and clearly communicate employer opportunities to the team of work based trainers via a Business Training Plan and drive employer growth.
3. To generate business leads with potential employers through a range of appropriate mediums including cold calling, conducting face-to-face business meetings and delivering presentations at networking events.
4. To provide employers with a timely and responsive service focused on meeting their business needs, supporting individuals to develop higher level skills and/or to progress to apprenticeships.
5. To generate employer participation in funded skills training to improve overall business performance, individual employee skills levels and business sustainability.
6. Keep all employer files compliant in line with ESF Funding Guidance, up to date and secure as per company security requirements.

7. Keep the Learner Management System CRM 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 work closely in partnership with the External Funding delivery teams to ensure that employers with skills needs have access to the most appropriate sector specialist for their organisation.
9. Responsible for maintaining regular contact with a portfolio of regional employers, reviewing their current and future training needs and staff development arrangements and/or exploring further collaboration and progression opportunities.
10. Keep up to date on contract changes and developments within the local labour market, including Local Enterprise Partnership (LEP) skills priorities, informing and providing contract management and delivery personnel with relevant market intelligence.
11. To meet and exceed agreed targets set by the line manager, to fulfil the needs of the Skills Support contract.
12. Attendance and organisation of stakeholder and business network events.
13. Actively contribute to the management of own learning and development and identify any training and development requests with line manager.

Key Relationships:

The post holder will be expected to develop and maintain good relationships with:

• Colleagues	To work closely with colleagues in the external funding team to ensure successful management of the ESF contracts across the region.
• Training Team	Form strong working relationships with the team of Work Based Trainers in order to provide excellent account management to businesses.
• External stakeholders and Employers	Build strong links with regional employers, employer sector groups and key stakeholders in order to meet the contractual targets for business engagement.

Generic Responsibilities:

- To represent and promote the HCUK Resourcing both internally and externally
- Ensure that HCUK Resourcing and its internal customers receive an excellent customer service experience in all dealings with the Division
- To deliver your day to day duties consistently with the service level agreement
- To act as a champion for change and improvement and constantly enhancing quality
- To contribute to the annual quality review of the contract and the programme of continuous improvement
- To actively promote and act, at all times, in accordance with HCUK Resourcing policies
- Promote innovation
- To undertake other duties commensurate with the job level

Person Specification – Business Consultant

	Essential	Desirable	How assessed*
QUALIFICATIONS			
GCSE Maths and English (or equivalent) with a minimum Grade C or equivalent.	✓		AF/Cert
Customer Service Qualification at level 2 or equivalent or be willing to work towards.	✓		AF/Cert
Relevant IT Qualification.		✓	AF/Cert
KNOWLEDGE AND EXPERIENCE (UP TO DATE/ CURRENT)			
Recent and relevant experience of working in a fast paced contract environment.	✓		AF/IV
Experience of sales activity and business engagement with a proven track record of meeting and exceeding objectives		✓	AF/IV
Previous experience of meeting employer needs through recruitment, training, education or other development solutions.	✓		AF/IV
Experience of working with sensitive data and operating in accordance to the Data Protection Act.		✓	AF/IV
Experience of using Microsoft Office (Word, Excel, PowerPoint, Publisher) Outlook and Explorer and using Information & Learning Technology.	✓		AF/IV
Knowledge of government funded programmes within the education and training sector.		✓	AF/IV
SKILLS AND ABILITIES			
Excellent verbal and written communication skills.	✓		AF/IV
Excellent planning, organisation and prioritising skills.	✓		AF/IV
Professional and responsive attitude and behaviour towards colleagues and stakeholders.	✓		AF/IV
High accuracy and attention to detail.	✓		AF/IV
The ability to effectively promote and market the contract with businesses.	✓		AF/IV
Ability to work flexibly, including evening and weekend work as and when required.	✓		AF/IV
Confident and proactive in generating new business leads	✓		AF/IV
Excellent interpersonal and influencing skills	✓		AF/IV
A current driving licence and access to a vehicle	✓		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