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| Job Title: Business Consultant (Fixed Term Contract 6 months) | Pay Grade: £26,000 |
| Normal Place of Work: Hull with frequent travel to external sites and businesses | Line Manager: Head of Recruitment and Managed Accounts |
| <p>Role Summary:</p> <p>This post will assist the direct delivery Apprenticeship function in driving excellent business relationships HCUK Training and the Hull College Group across Hull and surrounding areas</p> <p>Responsible for providing an individualised Business Engagement and Brokerage Service with employers, and employer sector groups, to understand and provide innovative solutions to their business training needs and source vacancies for Apprenticeships, higher level and degree Apprenticeships.</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 and receiving recruitment support.
2. To be responsive to business requirements and clearly communicate employer opportunities to the team of work based trainers via a Business Training Plan.
3. 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.
4. 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.
5. Keep all employer records compliant in line with government funding guidance, up to date and secure as per company security requirements.
6. 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.
7. To work closely in partnership with the operational delivery teams to ensure that learners /Apprentices have access to the most appropriate sector training, development and support.
8. Responsible for maintaining regular contact with a portfolio of regional employers, reviewing their current and future training and recruitment needs and staff development arrangements and/or exploring further collaboration and progression opportunities.
9. 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.

10. To meet and exceed agreed targets set by the line manager, to fulfil the needs of the Apprenticeship Services contract.
11. Attendance and organisation of stakeholder and business network events.
12. 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:

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| • Colleagues | To work closely with colleagues in the external funding team to ensure successful management of the ESF contracts across the region. |
| • Operational delivery team | Form strong working relationships with the team of Skills Coaches in order to provide excellent account management to businesses and support to learners. |
| • 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 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:

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| AF = Skill assessed via application form | IV = Skill assessed via interview |
| AT = Skill assessed via test/work-related task | Cert = Certificate checked at interview |