



Education & Skills
Funding Agency

Job Title: SSW Business & Training Co-ordinator (fixed post until July 2021 with possible extension to July 2023)	Pay Grade: £24,757
Normal Place of Work: Hull with frequent travel to external sites and businesses across Humber	Line Manager: Assistant Director of SSW Operations
Role Summary: <p>This post will assist the direct delivery function of Skills Support for the Workforce (SSW) by following up employer leads and utilising existing relationships and networks to promote SSW funded training provision to SMEs in the Humber.</p> <p>Responsible for providing an individualised Business Engagement and Training Needs Analysis Service with businesses, to establish their current and future training requirements and provide innovative solutions to meet their training needs and source various training solutions across the SSW partnership including creation of bespoke packages.</p> <p>The position requires a professional attitude and commitment to achieving contract targets and driving excellent business relationships.</p> <p>Customer Excellence is to be delivered at all times as well as accurate completion of all associated contract administration and paperwork.</p>	

Principal Accountabilities:

1. Provide a professional and positive service to employers and employer groups to promote SSW funded training and conduct Training Needs Analysis assessments with businesses.
2. To be responsive to business requirements and clearly communicate employer training needs to the SSW Direct Delivery Team and relevant partners to source suitable training including work based training, blended learning and workshops.
3. To generate business interest with employers through a range of appropriate mediums including social media promotion, conducting face-to-face business meetings and delivering presentations at networking/stakeholder events.
4. To provide employers with a timely and responsive service focused on meeting their business training needs, to support business growth and develop staff skill levels.
5. Keep all employer records compliant in line with European Social funding guidance, up to date and secure as per company and GDPR security requirements.
6. Maintain contact with the employer to feedback on training available, to ensure training has been arranged and at all times to ensure progress on employee learning and participation can be monitored and evaluated via exit interviews.

7. To provide updates and narrative for monthly reports for internal purposes as well as external strategic bodies such as the Local Enterprise Partnership (LEP).
8. Responsible for maintaining regular contact with employers, reviewing their current and future training and recruitment needs and staff development arrangements and/or exploring further collaboration with SSW partner providers to secure progression opportunities.
9. Keep up to date with contract changes and developments within the local labour market, including Local Enterprise Partnership (LEP) skills priorities, new business information and strategic partners.
10. To meet and exceed agreed targets set by the line manager, to fulfil the needs of the SSW contract by maximising promotional opportunities for SSW and increasing the uptake of training through the project.
11. Attendance at stakeholder meetings, steering groups and partner 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:

• Colleagues	To work closely with colleagues in the SSW team to ensure successful delivery of the ESF contract across the Humber.
• SSW Direct Delivery Team	Form strong working relationships with the team of SSW Tutors in order to provide excellent account management to businesses and support to learners.
• External stakeholders, SSW Partners and Employers	Build strong links with regional employers, employer sector groups and key stakeholders in order to meet the contractual targets for business engagement and uptake of training.

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 – SSW Business & Training Co-ordinator

	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 with GDPR.	✓		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

AT = Skill assessed via test/work-related task

IV =

Cert =

Skill assessed via interview

Certificate checked at interview