



Job Description

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| Job title: | Learner Engagement Adviser |
| Responsible to: | Engagement Manager |
| Hours: | Full time, 35 hours a week |
| Salary: | £18,021 to £22,809 dependent on experience |
| Location: | Based in Nottingham, may involve some travel to recruitment events across the East Midlands |

Background

Access Training is a well-established leading training organisation working in and around Nottinghamshire, Derbyshire and Leicestershire. We provide a range of employment related training including Full Time Programmes, Apprenticeships, Employability, Adult Learning Loans and work experience opportunities for adults and young people from diverse backgrounds, that will enhance individuals' employment potential and qualifications. In our most recent Ofsted inspection in we retained our "Good" rating and we are continuously developing and improving our provision. In November 2021 we were announced winners of the Education and Business Partnership Award at the East Midlands Chambers of Commerce Nottingham Business Awards 2021 for the second year running.

Main purpose:

- To provide an effective and efficient learner recruitment service to our learners across all Access Training programmes, ensuring applicants are matched to the correct programme. To ensure that Equality & Diversity practices are followed throughout the day-to-day activities within the engagement team, especially when dealing with learners, employers, and referral partners.

Key responsibilities

- To recruit learners onto the relevant training programmes ensuring KPIs are met.
- To manage a caseload of employer vacancies, recruiting on these and liaising and updating the employer regarding the progress, as a minimum, a weekly basis.
- To advertise employer vacancies on the various platforms including, but not exhaustive of, the Apprenticeship Service, company website, referral partners and other appropriate channels.
- To sift and pre-screen applicants in a timely and efficient manner.
- To organise and set up candidate interviews with employers to ensure vacancies are filled timely in order to meet customer needs, team and individual KPIs.
- To carry out pre-screen interviews with the candidates, providing effective Information, Advice and Guidance (IAG) to ensure you match the right candidates to the right programme with the right employer, first time.
- To follow up all applicants, in a timely manner, referring to alternative provision where applicable.
- To provide support to learners to ensure they are fully prepared for and attend their interviews with employers

- To contribute to the generation of new opportunities/business in general by making calls to employers to source placements and/or vacancies and to participate in marketing activities for all Access Trainings to generate new vacancies
- To attend careers fairs and any other learner recruitment events as required.
- To maintain accurate records on systems/trackers as required.
- To set applicants up on maths and English initial assessments and diagnostics, where applicable and monitor timely completions of these.
- Obtain prior learning records (PLR) for applicants checking for prior learning and achievement.
- To assist and support other members of the Engagement department.
- Produce weekly/monthly reports as required.

Other duties

- To follow company procedures and policies including equality of opportunity, health and safety and safeguarding.
- To comply with Access Training's Equality Opportunity, Health & Safety and Safeguarding policies ensuring that any issues are handled and referred appropriately.
- To undertake any other duties/projects relevant to the post.

NB. The above job description sets out the main responsibilities for this position but should not be regarded as an exhaustive list of the duties that may be required of the post holder.



Learner Engagement Advisor Person Specification

Applicants must have:

- A transferable skill such as recruitment or interviewing.
- Excellent IT skills (spreadsheets, databases, word processing, email, internet etc.)
- Grade 4-9 in Maths and English or equivalent.
- Excellent customer service skills.
- Attention to detail.

The following will be helpful:

- Experience within a training or education environment
- A qualification in Information, Advice and Guidance
- Experience of guiding and supporting people
- Knowledge of government funded programmes
- Driving licence and own transport

Applicants should be able to:

- Communicate effectively with wide range of people with a variety of needs. This will include listening and talking with learners to identify their needs and any support requirements and liaising and negotiating with employers, organisations, referral agencies and other Access Training staff involved in the learning process. Must be easily understood and able to get messages across diplomatically when required. Able to write accurately and concisely using existing documentation and pro-formas to good effect. Able to make effective use of IT/Powerpoint.
- Work as part of a team to ensure a holistic approach to the learners' needs. This will include working with internal colleagues, employers, Futures/Connexions and other referral agencies to secure the best way forward and positive outcomes for learners.
- Organise own workload to ensure the best use is made of time and resources. This will include cost effectively planning and conducting interviews, testing and induction, ensuring that there is sufficient time to undertake administrative tasks to the required standard. Will need to be self-motivated and enthusiastic with the drive to achieve targets and ensure programme places are filled. This will require flexibility and willingness to change work schedules and to work evening hours as required to attend careers events.
- Work with the learner group. This will mean supporting learners at different levels and with different needs. With training and the help of psychometric testing and basic skills assessments, must be able to assess learners' needs and recommend the most appropriate learning area and method. Able to provide excellent customer care, treat everyone according to their individual needs and on occasions handle pressures such as distressed or misbehaving learners and take the appropriate action. Must be enthusiastic, highly motivated, have a lively personality and the ability to motivate learners to reach their full potential.



Conditions of Service

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| Post: | Learner Engagement Advisor |
| Based in: | Based in Nottingham, may involve some travel to recruitment events across the East Midlands |
| Hours: | Full time, 35 hours week. |
| Salary: | £18,021 to £22,809p.a. depending on experience |
| Method of payment: | Salaries are paid monthly, generally the 25 th of the month, into a Bank or Building Society of your choice. |
| Annual leave: | For full-time, 26 days per full year, of which management reserve the right to dictate when up to 4 of them will be taken. Part time staff have pro rata entitlement to annual leave and Bank Holidays. Any holidays already planned will be honoured where possible – however, where they exceed entitlement, they will generally need to be taken without pay. |
| Holiday year: | August to July |
| Statutory/privilege: | 8 days per year for full time (pro rata for part-time) |
| Probationary period: | Six months |
| Sickness: | Access Training has a sick pay scheme, following the satisfactory completion of probation. |
| Travel: | Access Training reimburses Casual Car User Allowance / Essential Car User Allowance and Bicycle User Allowance at the rate set by Access Training. |
| Health & Wellbeing: | Fully funded Employee Assistant Programme including Cycle to Work Scheme |
| Disclosure & Barring Service: | Posts in regulated activity with Access Training are subject to checks with the Disclosure & Barring Service and as such, this post will require a check. |
| Workplace Pension: | Auto-enrolment into the NEST pension scheme after 3 months' service. Current contributions are 4.0% employee, 1.0% government, 3.0% employer. |
| Right to work in the UK: | Documentation required to check eligibility. |