

Vision Business Support Services is a subsidiary company of West Nottinghamshire College

Employer Engagement Relationship Manager (Fixed term for 12 months)
Communications, Engagement and Student Experience
Ref: VBSS21.57

1. The Appointment

Vision Business Support Services Ltd (VBSS) provides high-quality support services to all aspects of the college group, VBSS is a subsidiary company of West Nottinghamshire College and provides an important service and plays a pivotal part in the success of the college and creating an exceptional learner experience.

ABOUT THE ROLE

The college is seeking to appoint an experienced professional to work as part of our employer engagement team. The post-holder will be expected to develop meaningful and lasting relationships with key employer contacts that have mutual value and benefit for both the college and the employer.

The post-holder will gain a deep understanding of the employer's business and how skills and training may help them achieve their business objectives. The role is **not** about selling a particular product to an employer but is about truly understanding the needs of the business and finding innovative and flexible solutions to meet those needs. The post-holder will be expected to work collaboratively with delivery colleagues within the college and with other training providers to meet need.

An excellent communicator with a proven track record in business development, relationship management and/or employer engagement will be essential, as will the ability to interpret business goals into a comprehensive skills development plan.

The post-holder will carry a caseload of businesses and will be expected to maintain positive and productive long-term relationships with all businesses on caseload. On occasion, this will mean taking responsibility for resolving issues quickly as they arise.

The post-holder will need an in-depth understanding of the 'art of the possible' when it comes to skills training and have an understanding of funding streams that may support businesses' needs.

The role will require you to embed the college's values: **Respect, Integrity, Collaboration, High Expectations and Responsibility.**

2. The Post

2.1 Main Duties and Responsibilities

- a) To proactively develop relationships with key local employers that have mutual value and benefit for both the college and the employer.

- b) To work proactively with local businesses and employers to develop a key understanding of their organisational goals, and to work with them to map how skills can enable them to achieve those goals.
- c) To formally document business needs and skills plans through the production of a Skills and Knowledge Assessment of Need (SKAN) and Skills and Knowledge Improvement Plan (SKIP).
- d) To identify with curriculum colleagues and other partner skills and knowledge providers how needs identified within the SKIP can be achieved and agree timescales and quality parameters for meeting need.
- e) To work dynamically and collaboratively with curriculum colleagues and/or external training providers to develop new training solutions to meet need where they may not already exist.
- f) To work with external agencies such as the local authority, Mansfield and Ashfield 2020, and D2N2 Skills Access Hub and growth hubs to identify local employers that would benefit from a business assessment of need.
- g) To feed back to the college on place-based skills needs, including the development of new curriculum offerings.
- h) To develop a skills offering specific to particular employers that maximises different funding streams.
- i) To work with the wider employer engagement team to develop a free seminar series that would be valued to employers within the area.
- j) To be the first point of contact for a specific caseload of employers and have enough knowledge and understanding of the college to direct queries to the most appropriate person to respond.
- k) To work with colleagues across the organisation to ensure that the highest levels of customer service are maintained at all times.
- l) To resolve issues proactively and swiftly for employers as they arise.

2.2 Other Responsibilities

- a) To uphold and promote college policies and procedures, promoting those specifically applicable to this area of work, including the equality & diversity policies and procedures, and attend training as requested.
- b) To comply with the college's own safeguarding policy and practices and attend training as requested.
- c) To keep up to date, so far as necessary for the efficient executing of the job, with new legislation, procedures and techniques and attend relevant mandatory training.
- d) To keep up to date with the skills and knowledge offer in the college and through partner providers.

- e) To be conversant with and participate in activities and developments at college, regional and national level that are relevant to the post.
- f) To present and promote an appropriate public image in representing the college.
- g) To undertake any other duties as may reasonably be required commensurate with the post.

3. Skills, Qualities & Knowledge

	Essential	Desirable
Qualifications:		
English to at least GCSE grade 4 or equivalent	✓	
Maths to at least GCSE grade 4 or equivalent	✓	
Experience		
Significant experience of working in a business development or relationship management arena	✓	
Track record of achievement of results against challenging targets	✓	
Significant experience in managing customer relationships, including proactive issues resolution	✓	
Skills /Knowledge		
Exceptional communication skills both in person and in writing and at all levels of an organisation	✓	
Ability to analyse and synthesise information and provide focused and timely solutions to meet need	✓	
Understanding of the full skills landscape and how this can be used flexibly to support businesses to thrive	✓	
Understanding of skills funding streams and ability to communicate these clearly to employers	✓	
Ability to influence colleagues to deliver solutions to meet business need	✓	
Creative and innovative in finding solutions to meet need	✓	
Ability to manage and respond to competing demands	✓	
Ability to work on own initiative	✓	
Commitment to safeguarding and learner welfare	✓	
A positive approach to equality and diversity	✓	
Qualities/Approach linked to college values		
Ability to work as part of a team and independently	✓	
Ability to get on with and respect people of all ages	✓	
Flexible and adaptable approach to work	✓	
Well organised	✓	
Positive attitude	✓	
Ability to articulate clearly and objectively	✓	
The ability to remain calm in challenging situations	✓	

4. Position within the College

The post-holder will report directly to the Head of Employer Engagement.

5. Terms & Conditions

- a) The post is offered on a Vision Business Support Services, fixed term contract.
- b) The salary will be £33,299 per annum. This is a spot salary but there is the opportunity to earn KPI-led commission.
- c) You will be required to work 37 hours per week on a flexible basis.
- d) You will be entitled to 25 days' leave, plus bank holidays and up to 4 concessionary days.
- e) The post-holder may be located at any West Nottinghamshire College Site and may be expected to travel as required. You will however be given reasonable notice of any change in your principal place of work and be fully consulted.

6. The Application

Individuals with the appropriate experience, qualifications and personal qualities are invited to complete an online application form by **5pm on Sunday 19th September 2021.**

www.wnc.ac.uk/vacancies

THE COLLEGE GROUP PROMOTES EQUALITY OF OPPORTUNITY AND WELCOMES APPLICATIONS FROM ALL SECTORS OF SOCIETY.

The company group is committed to safeguarding and promoting the welfare of children and young people and expect all staff to share this commitment. All successful candidates are subject to a Disclosure and Barring Service check. The successful candidate will be required to pay for the DBS check themselves, the cost (£44 for an enhanced disclosure) will automatically be deducted from their first salary payment.

It is an offence for anyone who is barred from working with children, young people and or vulnerable adults to apply for this position.