



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

Business Development - Account Manager x 2 posts
Fixed term roles for 2 years
Ref: VBSS21.100a

1. The Appointment

The team

At Vision Business everything we do is focused on finding ways to wow and create great experiences that make for happy clients. We work hard to truly recognise what matters to our clients and to make them feel uniquely valued and appreciated.

Our team members are professionals that take ownership and accountability for their influence and impact on our clients and who steer their behaviours by principle and positivity. We are very proud of every individual within our team that makes this delivery of specialist services possible. If this describes you, we would love for you to apply to join our exciting team.

Our focus

The main focus of Vision Business is to deliver high impact consultative solutions that exceed the expectations of businesses and individuals who engage with us. Apprenticeship delivery and adult education are at the heart of what we do and we make a substantial contribution to the Government's apprenticeship and Adult Education strategies. We are a market leader in our field and everything we do is about maintaining and strengthening our position.

Aims and purpose of the job

Our Business Development - Account Manager will be brilliant at understanding the complex strands of employer's training needs and can help fill the training needs to recognised education options. Utilising your own experience and drawing on the skills of the team, you will also be able to bespoke and even deliver (where appropriate), training programmes to meet employer needs to enable them to develop their talent and add value to their business. Courses range from non-accredited courses, entry and pre-employment level to full 5 Diplomas in a range of subjects and industries.

We measure our success by the quality of training solutions we provide to our employers and the satisfaction of our stakeholders with their training program.

Specific accountabilities

Being knowledgeable with training accreditation you will consult with employers to create a blended approach towards learning to provide high impact outcomes for learners.

Working with our portfolio of employers across industries you will conduct a talent mapping exercise across the client's business to establish their skills requirements, mapping existing job roles to apprenticeship standards.

Working closely with our business partners you will form part of our innovative training solution to employers and having the ability to map individual elements of an apprenticeship standard to employers existing mentoring, support and development programmes will be crucial to your success.

By providing formal recognition for the quality of internal training you will ensure employers have clear guidance on what is applicable for accredited internal training. You will support employer's internal talent management and embed within organisations a culture of continuous improvement.

You will work closely with the specialist teams and the employers to develop bespoke programmes using the e-portfolio as a learning platform and assessment tool.

Working with our bid writer you will ensure a blended learning approach is adopted where appropriate to win business, you must be confident assigning a financial amount to each training element and be able to justify this with a variety of stakeholders.

Liaising with internal and external teams you will manage the implementation of the scheme in line with client and college delivery teams.

To ensure continuous improvement you will review and analyse performance of apprenticeship programs to ensure consistent high quality training is being delivered and provide a detailed report demonstrating the rigour and quality of training.

As a key member of the business development team you will help plan engagement strategies using local LMI information and marketing support.

To keep updated you will attend key events to maintain and improve skills knowledge and the wider agenda on apprenticeships.

With a key understanding of quality you will ensure any Education and Skill Funding Agency (ESFA) compliance and eligibility criteria is identified and appropriately recorded and notified to all stakeholders.

You will ensure effective use of customer and prospect contact activities tools and systems, including maintenance of relevant information held in these systems.

You will be responsible for ensuring the quality and timeliness of bid and proposal delivery necessary to meet the requirements of the business, constantly ensuring effective communication, liaison, and negotiation internally and externally using appropriate methods to facilitate the development of profitable business and sustainable relationships.

To ensure a joined up approach you will coach our business partners on the training solution you have identified and ensure the blended learning you have suggested is presented persuasively to employers.

Accountabilities as part of our team

We are a people focused business, as such the way you behave and present yourself will be a reflection on us and we want you to take ownership of making sure that your contribution to our reputation and to your own personal professional reputation is always a positive one.

Being privy to confidential or sensitive information may be a natural part of your job role and as such we expect you to treat this with the upmost professionalism.

We will advocate you in this role as the expert, you are accountable for making sure you live up to this reputation by taking accountability for making sure you keep you knowledge, expertise, experience and professionalism current and up to date.

Other Responsibilities

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.

To apply the college's own safeguarding policy and practices and attend training as requested.

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.

To be conversant with and participate in activities and developments at college, regional and national level which are relevant to the post.

To present and promote an appropriate public image in representing the college.

To undertake any other duties as may reasonably be required commensurate with the post.

3. Skills, Qualities & Knowledge

Role Competencies

Technical Expertise

Knowledge	Skills	Experience
High level of knowledge of qualification structures and accreditation. (E)	Literate and numerate holding a minimum level 2 or equivalent in maths and English. (E)	Demonstrable track record in qualification mapping and accreditation in areas of expertise. (D)
Undertakes continued professional development where appropriate. (E)	Demonstrates understanding of qualification mapping and application of fundamental skills relevant to role / sector. (E)	Promotes a strong focus on the needs of clients / partners / to ensure deliverables / services exceed expectation. (E)
Applies effectively contractual / funding / sector changes to own accountabilities. (E)	Clarifies business priorities / roles / responsibilities to deliver business objectives. (E)	Understands impacts of financial decisions on own area of accountability. (E)
Understands ESFA contractual / funding requirements. (D)	Maintains effective performance in difficult and challenging circumstances. (E)	Creates regular opportunities to improve service quality / performance results. (E)
Understands how to use budgets effectively and provide accurate costings. (E)	Questions and challenges the value of service being delivered to drive improvement.(E)	Reviews, challenges and refines performance levels to ensure quality outcomes are delivered against measurable objectives. (E)
A thorough knowledge of industry CPD methods across a range of sectors. (D)	Facilitates innovative business models / systems / approaches to delivery great services. (E)	

	Skills in developing and using e-portfolios and learning platforms as part of a blended learning approach (E).	Ensures all parts of the service chain fully understand the required outcomes. (E)
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Behaviours

Personal	Teamwork
<p>Management of self Ownership of own professionalism Active listening Effective communication Influencing Disciplined Personal integrity Interacts effectively and confidently as an intelligent and credible professional inside and outside of the organisation.</p> <p>Shapes how own area of accountability supports the department / organisation.</p>	<p>Acknowledge contribution of self and others to overall team results. Work collaboratively with others. Commitment to team and group objectives. Understand the needs and goals of others Creates and manages service provision that align team activities to department priorities.</p> <p>Challenges the status quo in own area to achieve improvements.</p> <p>Stands by, promotes or where necessary defends team's actions and decisions when needed.</p> <p>Assumes accountability for work delegated to others.</p> <p>Resolves conflict among team members sensitively and fairly.</p> <p>Organises teamwork to bring together complimentary skills / expertise.</p>

Thinking

Analysis and Decision Making	Change, Creativity and Innovation	Business Perspective
<p>Gather and analyse information and data appropriate to role. Make accurate and effective decisions. Take accountability for decisions. Draws sound conclusions based on a mixture of analysis and experience.</p> <p>Develops concepts / frameworks that guide analysis.</p>	<p>Demonstrate openness to change and new ideas. Generate creative solutions to work situations. Contribute to change with minimum disruption.</p> <p>Spots warning signs of things going wrong and provides a decisive response to challenges.</p>	<p>Understand the purpose of own role and contribution to the team. Understand our offer. Protection of the brand and reputation of the organisation. Keep up to date with industry knowledge. Attention to detail. Gets the best out of people by giving enthusiastic and</p>

<p>Is sought out by others for advice and solutions on how to best interpret and use information.</p> <p>Makes unpopular decisions based on unbiased evidence and defends them.</p> <p>Interprets a wide range of political / local / national pressures and influences and uses them to develop strategies / processes / business cases.</p>	<p>Considers cumulative impact on team / department of implementing change (culture / structure / service / morale).</p> <p>Leads the transformation of services to clients.</p>	<p>encouraging messaging about priorities, objectives and expectations.</p> <p>Adopts clear processes and standards for managing performance at all levels.</p> <p>Helps others understand the strategic goals of the department and how their work relates to it.</p> <p>Maintains a strong focus on business priorities and swiftly responds to changing requirements.</p>
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Setting the Pace

Achievement Focus	Planning and Organising	Influencing
<p>Consistently focus on client interactions and experience.</p> <p>Continually performs to achieve goals and meet expectations.</p> <p>Takes every opportunity to learn from experience in order to improve performance.</p> <p>Seizes opportunities to demonstrate success in role.</p> <p>Takes accountability for the achievement of business outcomes and strategic plans.</p> <p>Maintains a broad strategic perspective while identifying and focusing on detail.</p> <p>Takes calculated risk in order to develop the business positively.</p>	<p>Established a course of action to ensure role is effectively directed. Creates strategic written communication.</p> <p>Reviews complex / sensitive work and identifies impact on the team / department.</p> <p>Sets and redefines priorities and reorganises capacity to meet internal and external demands.</p> <p>Evaluates the financial impact of decisions and develops strategies to address.</p> <p>Writes on complex / highly specialised issues.</p> <p>Draws sound conclusions based on a mixture of analysis and experience.</p>	<p>Listen with the intent to understand not reply. Secure the support of others to achieve efforts.</p> <p>Fully engages with relevant colleagues and people inside and outside the organisation to utilise wider experience and knowledge to support decision making.</p> <p>Articulates the team / department business model and supports people to understand their role within it.</p> <p>Communicates complex issues clearly and credibly with widely varied audiences.</p> <p>Maintains an objective, non-emotional distance from conflicts / negotiations.</p>

Qualities/Approach linked to college values

Safeguarding	Equality and Diversity	Health and Safety
Demonstrate a commitment to safeguarding and promoting learner welfare	Demonstrate a positive approach to equality and diversity and customer service	Demonstrate an ability to take responsibility for own and others Health and Safety at work

4. Position within the College

The post-holder will be part of the Vision Business team and will report directly to the Head of Service.

5. Terms & Conditions

- a) The post is offered on a Vision Business Support Services contract.
- b) The salary will be between £26,914 and £33,559 per annum, dependent on skills and experience. This role is a spot salary.
- 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. Up to 5 days leave can be directed for efficiency closure.
- e) Vision Business Support Services operates a Scottish Widows Group Personal Pension Plan.
- f) 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 **5.00pm on Sunday 16th January 2022**.

www.wnc.ac.uk/vacancies

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

The college is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. Posts are all subject to DBS check. The successful candidate will be required to pay for the DBS check themselves, the cost will automatically be deducted from their first salary payment. This is currently £46.50.

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