

## Capital City College Training Job Description and Person Specification

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<b>Post</b>	Liaison Officer
<b>Reporting to:</b>	Delivery Manager / Team Leader
<b>Responsible for:</b>	Liaising with Job Centres and referral partners for learner recruitment purposes to achieve departmental targets
<b>Salary:</b>	£28,846 - £34,427 per annum

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### Key Purpose

- To build a rapport and establish a productive working relationship with Job Centre Plus staff and local employers
- To facilitate prospective learners on to programmes of study with the college and signpost onto appropriate job opportunities
- To liaise with JCP and other agencies to identify prospective learners to study with the college and then progress into appropriate employment
- To deploy a full range of IAG instruments (e.g. Training Needs Analysis, Skill Check, employability assessments, motivational techniques, SMART action planning) to assess and enrol unemployed adults, determine intervention and progress onto a training programme and then into employment
- To liaise and work with other members of the Employability Team to promote the role and develop joint working
- To increase learner recruitment across all provision
- To develop strong links with local employers and where possible create Sector Based Work Academies to provide our learners a progression route into employment.

### Main Duties and Responsibilities

This will involve working on multiple delivery sites

- 1.1 To meet monthly recruitment targets; assessing enrolling and signposting learners onto appropriate courses of study which will enable learners to find suitable employment
- 1.2 To attend JCP offices developing a rota to ensure all offices are regularly visited to promote the colleges offer
- 1.3 To develop a positive working relationship with Job Centre Plus staff and other agencies to secure referrals and source employers for job opportunities for learners
- 1.4 Conduct marketing activities to promote the programme which will include presentations to Job Centre Plus and other agencies to promote and give details of the colleges offer and other services the college provides

- 1.5 To support, give advice and guidance learners on appropriate courses of study leading to employment
- 1.6 To work imaginatively and flexibly with learners and use a 'can do' attitude to create a proactive and productive environment in which learners can develop the motivation and behaviours to take up the offer of study and to move back into employment
- 1.7 Continuous development of employer engagement opportunities and attach employer vacancies to each course helping learners progress into sustainable employment.

### **Other Duties and Responsibilities**

**To deploy a full range of IAG instruments (e.g. Training Needs Analysis, Skill Check, employability assessments, motivational techniques, SMART action planning) to assess workless adults, determine intervention and progress onto a training programme and then into employment**

- 2.1 To maintain and update supplies of resources and materials for recruitment and IAG sessions and interviews
- 2.2 To set up and arrange on-going recruitment/IAG sessions, organising rooms off-site and at Job Centre offices where appropriate. Ensuring resources for the recruitment sessions are available, confirming with applicants appointment times

**To manage and plan an effective caseload management, ensuring each learner receives a personalised, relevant and positive experience**

- 3.1 To monitor, track and review on a weekly basis learner recruitment. Review data to ensure that there are sufficient referrals from individual Job Centre offices and act where necessary to maintain referral numbers
- 3.2 To present timely and relevant, advice data and information to the Delivery Manager.
- 3.3 To develop, establish and co-ordinate appropriate tracking systems and documentation to meet audit compliance requirements
- 3.4 To track, monitor and meet set recruitment targets

**To liaise and work with other members of Employability team to promote the role and develop joint working**

- 4.1 To plan review work and monitor work within the team
- 4.2 To manage partnership work within the team to ensure excellent communication links with the Delivery Manager and team members to ensure that information and services provided are relevant and appropriate

### **General**

- 5.1 To implement College policies particularly those relating to equality of opportunity, health and safety and data protection
- 5.2 To implement Health and Safety and security procedures in accordance with statutory and College requirements
- 5.3 To undertake appropriate self-development and training activities and regularly review their performance of duties with the line manager for the post

- 5.4 To undertake any other duties consistent with the key objectives and/or duties of the post

### **Expectations of the Post Holder**

- To demonstrate model behaviours that, at all times, are consistent with an open, inclusive and participative style.
- To be proactive in identifying and pursuing opportunities that are appropriate to maintaining his/her professional development, and actively participate in the Group's appraisal scheme.
- To carry out his/her duties at all times with due regard to the Group's policies, including Safeguarding, Health & Safety, Equal Opportunities, and Data Protection, and participate in training as and when required.
- To work flexibly and to undertake such other duties that may reasonably be allocated by the line manager.

### **Special Conditions**

1. The nature of this post means that the post holder may need to travel from time to time to other College centres and external venues.
2. The post holder will be contracted to work for a defined number of hours per week but it is a requirement of this post that the holder will flex these hours to reasonably meet the needs of the service, which may include working occasional evening and weekends.
3. This post falls within the scope of the regulations requiring a Disclosure & Barring Service (DBS check).

**N.B.** This job description is designed to outline a range of main duties that may be encountered. It is not designed to be an exhaustive listing of tasks and can be varied in consultation with the post holder in order to reflect changes in the job or the organisation.

### **EDI**

We value diversity and positively welcome applications from all backgrounds. This will help ensure our workforce better reflects the diverse wider community we support. Applicants who declare a disability meeting the minimum criteria for the role will be guaranteed an interview.

### **Safeguarding**

We are committed to safeguarding and promoting the welfare and safety of our students and expect everybody working for the Group to share this commitment. We actively seek DBS enhanced clearance checks for applications of employment as part of our safeguarding procedures.

## Person Specification

	Criteria	Essential	Desirable
<b>Qualifications/Professional Development</b>	Level 2 qualification in Information Advice or Guidance	X	
<b>Knowledge / Experience</b>	Experience of recruiting adults in Further Education with the use of with the use of IAG	X	
	Proven track of success in delivering the above; taking responsibility for developing excellent working relationships with partners and experience of working to a pattern of contractual targets	X	
	Undertaking skills assessments and action planning with learners	X	
	Working with JCP to ensure advisors make appropriate referrals	X	
	Knowledge of the Government's agenda on unemployment support available for those who find themselves unemployed	X	
<b>Skills / Abilities</b>	Ability to communicate effectively both orally and in writing with referral agencies, employers and colleagues	X	
	Interpersonal skills entailing motivational ability in relating to clients and partners	X	
	Good IT skills including proficient use of Excel, Database and Word	X	
	Rapport building and effective outcome-based relationships; overcoming challenges in attitude and behaviour which form barriers to work	X	
<b>Other factors</b>	Understanding of commitment to the Equal Opportunities and community education policies of the College	X	
	An understanding of and commitment to safeguarding young people and vulnerable adults. <ul style="list-style-type: none"> <li>• motivation to work with children/young people, vulnerable adults</li> <li>• ability to form and maintain appropriate relationships and personal boundaries with children and young people/vulnerable adults</li> <li>• emotional resilience in working with challenging behaviours attitudes to sue of authority and maintaining discipline</li> </ul>	X	