

## Role Profile

<b>Job Title:</b>	Learner Recruitment Support Apprentice
<b>Department:</b>	Learner Services
<b>Responsible to:</b>	Recruitment Team Manager

### Main purpose of job:

To provide recruitment and administrative solutions through a targeted recruitment matching service which is against agreed targets and KPIs for Apprenticeships and Traineeships programmes.

### Main Duties:

- To provide a full end to end recruitment service for Training 2000 Apprenticeship and Traineeship vacancies which includes but is not limited to; contacting applicants and employers, sending suitable applicants to the employer, arranging external company interviews through to managing feedback and reaching the end point of assisting the company to find a suitable apprentice or traineeship learner.
- To provide a full administration service in relation to vacancies which includes data inputting, record keeping, the advertising of vacancies and co-ordination of all recruitment paperwork ensuring compliance with contractual and audit requirements
- To provide support for the end to end applicant process including reviewing applications through to arranging and holding applicant interviews, providing information, advice and guidance on suitable programmes and vacancies.
- To build and maintain strong working relationships with external stakeholders including customers ensuring that you develop a good understanding of customer requirements, their industry, work environment and culture in order to service their needs effectively. This may include conducting company visits as required
- To provide information, advice and guidance to applicants, learners and parents on Apprenticeship and Traineeships opportunities designed to help them make informed decisions about their own or their child's future.
- To build strong relationships with applicants in order to support, mentor and guide through employability skills, CV and cover letter creation ensuring readiness for interview
- To positively participate and attend Training 2000 events (which may be outside of normal working hours) which include but are not limited to schools, open evenings and weekend taster clubs.
- To continually promote and supporting the Training 2000 brand which includes driving learner applications and business development.

## Where your future matters



University of Central Lancashire

# Training 2000

- To work effectively and proactively with all internal and external stakeholders ensuring that progress is reported regularly and both future and existing learners receiving an outstanding service and experience
- To demonstrate knowledge and compliance with regards to GDPR and all associated Data Protection legislation. This includes having due regard for any personal data that you may come into contact with in your role which includes learners/ customers/ staff, especially when using portable or personal devices (laptops and mobile phones) or when working remotely, in order to keep data secure and confidential.
- To keep up to date with all GDPR and data protection policies and legislation and understand and report any data security breaches promptly to the appropriate persons.
- To undertake any other duties required as deemed necessary by the Recruitment Team Manager or Delivery Manager.

## Where your future matters



## Person Specification

**Job Title:** Learner Recruitment Support Apprentice

**Department:** Learner Services

**Responsible to:** Recruitment Team Manager

Criteria	Essential requirements	Desirable requirements
Knowledge & Qualifications	<ul style="list-style-type: none"> <li>To be fully competent in the use and application of all Microsoft applications.</li> <li>Basic knowledge or understanding of policies and procedures relating to apprenticeship training and funding.</li> <li>Minimum of 4 GCSE's grade 4 (C) or above.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge, experience or qualification in Customer Service.</li> </ul>
Skills & Relevant Experience	<ul style="list-style-type: none"> <li>Demonstrates a positive and proactive approach in anticipating customer requirements and delivers to high standards of customer satisfaction.</li> <li>Experience of working towards challenging monthly targets to achieve business and department goals.</li> <li>Demonstrates strong planning and coordination skills in such activity as booking interviews.</li> <li>Demonstrates strong experience of, and the ability to work in a fast paced, flexible and professional customer and administration environment.</li> <li>To demonstrate confidence in handling inbound and outbound calls.</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrate strong IT capability in the use and application of all Microsoft applications and CRM systems.</li> <li>Experience of working across multiple department specialisms, for example Engineering, Business, IT, Dental etc.</li> <li>Demonstrates highly effective operational organisation and planning skills in the implementation of team business plans.</li> </ul>
Behaviours	<ul style="list-style-type: none"> <li>Demonstrates effective engagement and communication skills in the handling and management of customer and applicants enquiries.</li> <li>Demonstrates strong positive customer focused behaviours which</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrates open, honest and supportive behaviours which are in alignment with the Company's Core values.</li> </ul>

## Where your future matters



Criteria	Essential requirements	Desirable requirements
	<p>enable the development of strong customer relationships.</p> <ul style="list-style-type: none"><li>• Demonstrate collaborative team based behaviours which promote and support highly effective team working across the department.</li><li>• Demonstrate inquisitive and constructive challenging behaviours in identifying potential business opportunities and acting accordingly.</li></ul>	<ul style="list-style-type: none"><li>• Demonstrate strong focused behaviours in ensuring a healthy and safe working environment.</li></ul>

## Where your future matters