

## Role Profile

<b>Job Title:</b>	Engagement Advisor
<b>Department:</b>	Apprenticeship Preparation Programme (APP)
<b>Responsible to:</b>	Delivery Manager – Apprenticeship Preparation Programme (APP) and Functional Skills

### Main purpose of role:

To recruit and retain learners ensuring progression through high quality, customer focused engagement strategies, working towards department objectives.

### Main Duties:

- To identify suitable applicants for the Apprenticeship Preparation Programme, ensuring suitable skill sets and academic ability which would involve the provision of information, advice and guidance whilst also collating the required information from the applicant. Recruitment onto the programmes would involve working to profiled targets and quality standards liaising with Central Recruitment team to process and update systems appropriately for all applicants.
- To contribute to the effective induction of recruits and manage the initial assessment process of individual learners agreeing their learning objectives within a personalised programme, that reflects their needs and aspirations.
- To manage a caseload of learners, working towards department objectives around attendance, achievement, retention and progression.
- To maintain appropriate learner records that meet company standards and external requirements and to provide relevant statistics as directed to support performance.
- To regularly review learner progress against objectives and maintain a level of learner contact, support and IAG throughout the program, updating and liaising with parents as required. This will include assisting learners with successful progression planning, managing the referral of early leavers effectively and regularly tracking learners to monitor destinations, update progression data and drive the achievement of targets.
- To work alongside the Placement Officers, utilising effective employer engagement strategies to ensure sufficient employers across a range of occupational areas and geographical locations are engaged and retained in supporting the Apprenticeship Preparation Programme objectives of all learners completing the required work

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experience. This will include matching learners to opportunities in accordance with needs, aspirations, objectives and the results of initial assessment

- To work closely with tutors to support with group profiles and ensure a good understanding of classroom management, performance and objectives assisting learners towards completion of the programme.
- To enable the safety and wellbeing of learners, embed the principles of Every Child Matters and the Safeguarding policies into all engagement strategies and follow guidance in effectively contributing to the management of learner behaviour. Aligned to this will be the need to ensure that employers understand their role, work effectively with colleagues to ensure H&S approvals prior to the placement commencing and to monitor Health, Safety and welfare in work placements acting promptly regarding any concerns.
- To facilitate customer feedback, encourage the learner voice and completion of surveys in order to collate valuable evidence that will contribute in the development and delivery of the department Self-Assessment Report and Quality Improvement Plan in the pursuit of continuous improvement towards excellence.
- 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
- To contribute to the wider business by supporting at events such as Recruitment Open Events, Aspiring Clubs and department events as and when required.
- To adopt flexible working practices when required. The duties of post outlines are not exhaustive and the post holder will be expected to be co-operative and flexible, undertaking such other duties as may reasonably be required

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## Person Specification

**Job Title:** Engagement Advisor

**Department:** Apprenticeship Preparation Programme (APP)

**Responsible to:** Delivery Manager – Apprenticeship Preparation Programme (APP) and Functional Skills

Criteria	Essential requirements	Desirable requirements
Knowledge & Qualifications	<ul style="list-style-type: none"> <li>• Minimum of Level 2 qualification in Information, Advice and Guidance (or willing to work towards)</li> <li>• Level 3 Award in Education &amp; Training (or willing to work towards)</li> <li>• Level 2 qualification in Maths, English and ICT (or equivalent)</li> <li>• Full UK driving licence and access to a vehicle</li> </ul>	<ul style="list-style-type: none"> <li>• Level 4 qualification in Information, Advice and Guidance (or willing to work towards)</li> <li>• Knowledge and understanding of Government funded provision</li> <li>• Knowledge of Government funded external audit processes and documentation</li> <li>• Knowledge of local employer networks &amp; labour market information.</li> <li>• Knowledge of engagement strategies to recruit, retain &amp; progress customer group.</li> <li>• Knowledge of opportunities for progression within the locality.</li> <li>• First Aid Qualification</li> </ul>
Skills & Relevant Experience	<ul style="list-style-type: none"> <li>• Experience of influencing people in a working environment.</li> <li>• Experience of offering in-depth support and guidance to young people</li> <li>• Strong &amp; effective customer service skills.</li> <li>• Interpersonal skills &amp; ability to communicate with customer group, other stakeholders and external partners.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working with employers in supporting a young person into employment.</li> <li>• Experience in working with young people aged 16-19.</li> <li>• Strong experience of working with vulnerable client groups engaging &amp; retaining them in a learning process using IAG.</li> </ul>

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Criteria	Essential requirements	Desirable requirements
	<ul style="list-style-type: none"> <li>• Works well as part of a team &amp; strongly supports others.</li> <li>• Ability to use and set SMART Objectives in Learning Plans &amp; Reviews.</li> <li>• Ability to effectively use Influencing &amp; negotiating skills to procure service/opportunity.</li> <li>• Ability to understand &amp; effectively manage learner behaviour.</li> <li>• Ability to exercise patience &amp; empathy.</li> <li>• Ability to meet targets and deadlines.</li> <li>• Ability to be responsive &amp; be flexible to meet needs of learners &amp; employers.</li> <li>• Organisation, time management &amp; administration skills.</li> <li>• Active listening skills and interview techniques.</li> </ul>	
Behaviours	<ul style="list-style-type: none"> <li>• Demonstrates highly effective engagement and communication skills in the handling and management of customer and applicants enquiries.</li> <li>• Demonstrates strong positive customer focused behaviours which enable the development of strong customer relationships.</li> <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>• Demonstrates open, honest and supportive behaviours which are in alignment with the Company's Core values. Demonstrate strong focused behaviours in ensuring a healthy and safe working environment.</li> </ul>

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University of Central Lancashire

# Training 2000

Signed .....

[NAME OF RECIPIENT]

Dated .....

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