

JOB DESCRIPTION

SERVICES:	Skills Development
SECTION:	Lizard Pathways
JOB TITLE:	Employer Account Manager - Restart This post will require a Basic DBS Check
RESPONSIBLE TO:	Restart Team Leader
SUPERVISORY RESPONSIBILITY:	None

KEY RELATIONSHIPS:

Company:	Lizard Pathways Manager Team Leader Delivery Support Officer Head of Skills Development CDC Finance Team Growth Hub, Skills Hub & People Hub Teams
External:	Seetec Job Centre Plus Department of Work & Pensions Local Employers

MAIN PURPOSE OF THE JOB:

- To engage directly with employers in order to identify vacancies and recruitment drives in the West Cornwall area in order facilitate job outcomes for eligible participants.
- To develop strong relationships with employers and stakeholders in order to promote inclusive employment practices, such as Disability Confident, work trials and working interviews, with a primary focus on meeting contractual targets and meeting employer expectations

KEY TASKS:

Service delivery

- Work with local stakeholder teams to identify new and existing opportunities using robust management and labour market data to target prospective local and regional employers.
- Take responsibility for generating business leads with potential employers through a range of approaches including telephone contact, face-to-face meetings and delivering presentations.
- Develop relationships with key stakeholders to ensure that business outcomes are maximised through access to wider employment networks.
- Set up and maintain an Employer Engagement Plan, reporting on progress on a regular basis to

the Team Leader.

- Liaise with Restart team in order to match job vacancies with individual participants.

Relationship management

- Develop and maintain strong relationships with local employers in order to maximise the work opportunities for participants supported by Lizard Pathways.
- Maximise the impact of repeat business, above the current levels being achieved, through new and existing employer accounts.
- Keep up-to-date on changes and developments within the local labour market, providing the Restart team with relevant intelligence on vacancies, trends and demands.
- Attend relevant meetings, such as JCP Local Engagement Meetings to promote programme awareness and encourage appropriate referrals.

Service development

- Ensure information on vacancies is communicated promptly to the Restart and wider Lizard Pathways team whilst adhering to specified processes.
- Work closely with Employment Advisers to ensure that employers have access to the most appropriate individuals for their business.
- Identify, co-ordinate and arrange specific employment related events, such as sector based routeways, employer visits, work trials and work experience placements.

Technical

- Develop and maintain an employer contact database and build a comprehensive set of records which will support the ability of the team to progress eligible participants into work.
- Ensure all recruitment services are delivered to agreed Key Performance Indicators and targets.
- Undertake and produce regular reporting on the job vacancies secured and outcomes achieved for Team Leader and Lizard Pathways Manager.
- Maintain and develop up to date local labour market knowledge whilst being aware of economic trends and developments that can influence the employment prospects and career paths of individual participants and their families.
- Develop and exhibit an excellent level of knowledge of the range of skills and employment offerings available to ensure timely and beneficial interventions for all participants.
- Ensure that best practice (as set out in CDC policies and procedures) is exhibited at all times.

Leadership & management

- Monitor the effectiveness of employer engagement throughout the Restart team. Reviewing relative success rates in order to focus employer engagement in the area and advising the Team Leader accordingly.
- Create a healthy and engaging working environment by building trusting and supportive relationships both internally and externally.

Performance reporting & management

- Report on performance to Team Leader and Lizard Pathways Manager in relation to the Employer Engagement Plan in order to identify which methods and routes are working or require improvement or alternative sources.
- Support the Restart team in collating compliant evidence in line with delivery of the Restart

scheme to meet contractual obligations.

- Meet, and strive to exceed, personal performance targets.
- Support the Team Leader and Lizard Pathways Manager in achieving contractual targets.
- Record any relevant and appropriate employer and participant data accurately on the nominated and approved CRM and ensure that this is fully and accurately maintained.

Resource management

- Support the management of any allocated budgets, helping to ensure that spend is effective, value for money is achieved and risks are managed.

Customer feedback

- Actively set up and coordinate customer feedback from employers and proactively use the findings to inform the continuous improvement of the Restart service and Lizard Pathways.
- Ensure that participants are aware that customer feedback systems are in place so that they have the opportunity to influence service improvement initiatives.

KEY RESULT AREAS:

1. Set up an effective Employer Engagement Plan, maintaining its accuracy and reporting on progress on a regular basis to the Team Leader.
2. Set up a management information system in order to track the progress of vacancies and recruitment drives in the local area and feed updates to the Restart team.
3. Develop and maintain strong relationships in order to promote inclusive employment practices, such as Disability Confident, work trials and working interviews, with a primary focus on meeting employer expectations.
4. Actively support and encourage the Restart team to achieve contractual employment targets through the use of employer networks, job fairs and recruitment events.

PERSONAL & TEAM RESPONSIBILITIES:

- Provide a good role model for staff and trainees and project a positive image to internal and external contacts and customers
- Demonstrate the Company's culture, values and behaviours:
 - achieving excellence
 - valuing ourselves and others
 - showing personal leadership
 - being passionate about what we do
 - committed to a low carbon future for all
- Take responsibility for own self-development on a continuous basis.
- Participate actively and positively in the effective matrix management of activities across the CDC
- Display strong customer and commercial focus towards the delivery of all commissioned work, supporting the identification and securing of additional funding or contract opportunities
- Carry out responsibilities with due regard to the UK Data Protection Legislation and the General Data Protection Regulation (GDPR)
- Carry out responsibilities with due regard to the Company's Equal Opportunities Policy and Sustainable Development Policy
- Work at all times within the code of the Health & Safety Act

This job description is not comprehensive or exclusive and duties may be varied from time to time, but these will not change the general character or level of responsibility of the job. This job description and your performance will be regularly reviewed with you.

Good communication and organisation skills as well as self-motivation and self-confidence will remain essential qualities to fulfil this role.

In addition to fulfilling this specific role, you may occasionally be required to make your abilities available to help meet related business needs of the Company in your own or other departments. This would only be required if authorised by your Manager and subject to confirmation that precedence is given to your normal duties

Date last reviewed: **April 2021**

Approved by manager:

Agreed with post holder:

Date Personnel informed:

PERSON SPECIFICATION

SERVICE: Skills Development
SECTION: Lizard Pathways
JOB TITLE: Employer Account Manager- Restart

EXPERIENCE

Essential	Desirable	How identified
<p>Excellent experience of working with and building relationships with employers in all sectors</p> <p>In-depth knowledge of the local labour market.</p> <p>Excellent experience of working with management information systems and analysing data.</p> <p>Good experience of working to, and track record in meeting contractual targets.</p> <p>Experience of establishing strong networks and pathways for unemployed participants.</p> <p>Experience of working in a target driven environment.</p>	<p>Experience of generating publicity and awareness for project and specific employer related events.</p> <p>Working in recruitment, publicly funded services or other similar sectors.</p>	<p>Application form / CV</p> <p>Interview</p> <p>References</p>

EDUCATION & TRAINING

Essential	Desirable	How identified
<p>GCSE or equivalent in English and Maths at grade 'C' or above, or equivalent qualification or experience.</p> <p>High level of initiative and motivation with the ability to seek out solutions to problems.</p>	<p>Level 3 Award in Employability Services Sector or equivalent.</p> <p>Health & Safety in Workplace.</p> <p>Customer Service</p>	<p>Application form / CV</p> <p>Certification</p>

BEHAVIOURS

Essential	Desirable	How identified
<p>Excellent communicator at all levels of an organisation.</p> <p>Excellent networking skills and proactive approach to establishing partnerships.</p> <p>Ability to work within a multi-disciplinary team.</p> <p>Attention to detail particularly in relation to matters concerning contractual compliance.</p> <p>Excellent time management with integrity and honesty demonstrated at all times.</p>		<ul style="list-style-type: none"> • Application form / CV • Interview • References

SPECIAL KNOWLEDGE & SKILLS

Essential	Desirable	How identified
<p>Thorough understanding of legal safeguarding and data security (e.g. GDPR) standards.</p> <p>Very strong written and verbal communication skills.</p> <p>Excellent knowledge of labour market trends and data</p> <p>Knowledge of social and economic issues in Cornwall.</p> <p>Adaptable and be able to react positively to change with a flexible approach.</p> <p>Microsoft Office (in particular experience of using databases and excel).</p> <p>Proven ability to manage and prioritise own workload, including sound organisational and administrative skills.</p>	<p>Knowledge of administration or delivery of recruitment and assessment processes.</p> <p>Knowledge of social media, utilised for networking and lead generation.</p>	<p>Application form / CV</p> <p>Interview</p> <p>References</p>

ANY ADDITIONAL FACTORS

Essential	Desirable	How identified
<p>Flexibility around occasional work outside normal office hours.</p> <p>Access to own vehicle and ability to travel throughout the County.</p> <p>This post requires DBS Basic Disclosure check to be undertaken.</p>		<ul style="list-style-type: none"> • Application form / CV • Interview • References