

JOB DESCRIPTION

SERVICE:	Business
SECTION:	Cornwall & Isles of Scilly Skills Access Hub (SAH)
JOB TITLE:	Business Skills Connector
RESPONSIBLE TO:	Cornwall & Isles of Scilly Skills Access Hub Manager
FUNDED BY:	European Social Fund, Cornwall and Isles of Scilly LEP, Cornwall Council
SUPERVISORY RESPONSIBILITY:	None

KEY RELATIONSHIPS:

Internal:	CDC Chief Executive, Cornwall and IoS Growth Hub Operations Director, SAH Manager, SAH staff, CDC staff, Head of Business Connections and Skills Cornwall Chamber of Commerce.
Council:	Cornwall Council Corporate Directors, Chief and Senior Officers and Elected Council Members, including Cabinet Members/Portfolio Holders/PAC Members, Council of the Isles of Scilly
External:	SAH Management Board, Cornwall & Isles of Scilly Local Enterprise Partnership staff and board members; businesses; providers of services to which businesses will be introduced, including colleges, universities and training providers, business support providers (private and funded), community and social organisations, sector representative organisations

MAIN PURPOSE OF THE JOB:

- To be the principal point of contact by phone, face to face or email for employers accessing the SAH, undertaking training needs analyses (TNAs) and making appropriate referrals to a range of appropriate skills and training providers.
- To develop and maintain comprehensive relationships with employer sectors and their representatives.
- To support the development of emerging sectors and promote the collaboration and networking of employers.
- To support the management of the Innovation Fund and the procurement of services.
- To develop and maintain a comprehensive knowledge of the range of potential skills offerings available to employers (local and national) so that appropriate referrals can be made.
- To co-ordinate skills interventions with employers and to support the monitoring of their development/growth journey over an extended period of time
- To track volumes of enquiries to the SAH from-employers which cannot be serviced within Cornwall and to evaluate and report on the nature of such enquiries in an effort to inform future provision.
- To ensure the most appropriate referral for the employer and to offer suggestions on occasion where alternative support options are available.

KEY TASKS:

Service delivery

- Act as a principal point of contact for eligible employers approaching the SAH (via telephone or email).
- Undertake and document initial response work with employers.
- Develop and exhibit level of sound knowledge of the range of skills offerings available to ensure all referrals for third party skills interventions are soundly based on employer need and availability.
- Develop TNAs, action plans and referral systems for employers.
- Use professional expertise (with client's agreement) to make appropriate referrals to other skills providers and/or provide information on a 'right time, right place' basis.
- Develop and maintain a programme of follow-up interactions with employers to track progress.
- Ensure employer data is accurately recorded and maintained on the CRM.
- Communicate with employers who are not eligible for funding under EU programmes to signpost them with alternative funding options.
- Record all requests for skills support from non-eligible businesses so that the volume and scope of such requests can be analysed at a later date

Relationship management

- Develop and maintain strong relationships with skills and business support providers to ensure positive and effective outcomes for clients and services.
- Build, develop and maintain high level relationships with key local stakeholders within the private sector to promote the work of the SAH and to co-opt referrals from other professionals active in skills related markets.
- Represent the SAH at events, seminars and workshops in order to raise awareness of its objectives, including being clear about eligibility issues.
- Be able to link employers with a range of local and national skills initiatives

Service development

- Share knowledge and expertise with strategic partners and potential clients in order to identify and access additional employer relationships, especially with harder to reach businesses.

Technical

- Share technical knowledge and expertise with the wider team and other stakeholders, including employers, on the role of the SAH, eligibility criteria and processes.
- As a large percentage of enquiries relate to funding, maintain up-to-date professional knowledge in European and UK skills funding to ensure professional/industry credibility.
- Ensure that best practice (as set out in CDC policies and procedures) is exhibited at all times

Leadership & management

- Work collegially with other SAH and Growth Hub team members to ensure that resources are aligned with priorities and that agreed outcomes are delivered
- Join assigned project teams on complex and high profile areas of project activity

Performance reporting & management

- Record employer data accurately on the CRM and ensure that this is fully and accurately updated upon subsequent interventions with the client
- Monitor and report on outputs and outcomes as required by the funding body and other stakeholders

- Maintain all internal files and data for allocated clients in accordance with Managing Authority, CDC requirements and adopted SAH practices, ensuring that the project passes scrutiny from all internal and external audit reviews

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.
- Manage own time and interactions with clients so that it is efficient.

Customer feedback

- Ensure that employers are aware that customer feedback systems are in place so that they have the opportunity to influence service improvement initiatives.
- Draft written responses to enquiries or complaints as required for the Skills Access Hub Manager or Growth Hub Operations Director.

KEY RESULT AREAS:

- Provide a high quality service that meets the needs of employers in terms of facilitating their access to skills support and delivery.
- Develop and maintain a high level of knowledge and expertise.
- Timely and accurate reporting of work via the SAH CRM.
- Contribute to growing the market for skills by demonstrating its effectiveness for the employer.

PERSONAL & TEAM RESPONSIBILITIES:

- Provide a good role model for other members of staff
- Project a positive image to internal and external contacts and customers
- Demonstrate the SAH'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 professional and personal development on a continuous basis.
- Participate actively and positively in the effective management of activities within the team and across the Company
- Display strong customer and commercial focus towards the delivery of all work
- Support the identification and securing of additional funding opportunities
- Carry out responsibilities with due regard to the Data Protection Act and current Data Protection policy
- Carry out responsibilities with due regard to the CDC's Equal Opportunities Policy as adopted by the SAH
- 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 SAH 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: September 2016

Approved by manager: September 2016

Evaluated by HR: September 2016

Agreed with post holder:

Date Personnel informed:

PERSON SPECIFICATION

SERVICE: Business
SECTION: Cornwall & Isles of Scilly Skills Access Hub
JOB TITLE: Skills Connector

EXPERIENCE

Essential	Desirable	How identified
<ul style="list-style-type: none"> • Working knowledge of national and local skills provision and funding methodologies • Development of effective organisational training plans • Good understanding of general business issues • Excellent understanding of training needs analysis processes • Knowledge of government policy on skills and apprenticeships 	<ul style="list-style-type: none"> • Prior SME employment experience • Understanding of Apprenticeships 	<ul style="list-style-type: none"> • Application form / CV • Interview • References

EDUCATION & TRAINING

Essential	Desirable	How identified
<ul style="list-style-type: none"> • Level 4 or above professional qualification in Advice and Guidance, Coaching/Mentoring, Management Or Education or equivalent. 	<ul style="list-style-type: none"> • Customer Service qualification. 	<ul style="list-style-type: none"> • Application form / CV • Certification

BEHAVIOURS

Essential	Desirable	How identified
<ul style="list-style-type: none"> • Excellent communicator at all levels of an organisation • Excellent networking skills • Ability to work within a multi-disciplinary team • Ability to work on own initiative or as part of a team • Attention to detail • Strong report writing skills • Time Management • Integrity and honesty 		<ul style="list-style-type: none"> • Application form / CV • Interview • References

KNOWLEDGE & SKILLS

Essential	Desirable	How identified
<ul style="list-style-type: none"> • Good understanding of EU and mainstream funding structures and programmes. • Detailed knowledge of local and national skills offerings so that their deployment can be effectively maximised • Ability to use initiative, to innovate and discuss solutions with businesses that are achievable and realistic • Good research skills and the ability to assess and interpret data • Good understanding of sustainability and E&D matters 	<ul style="list-style-type: none"> • Detailed knowledge of Cornwall and its business landscape, infrastructure and skills requirements 	<ul style="list-style-type: none"> • Application form / CV • Interview • References

ANY ADDITIONAL FACTORS

Essential	Desirable	How identified
<ul style="list-style-type: none"> • Fully competent in the use of ICT including the main Microsoft packages • Access to own vehicle • Some flexible working outside normal office hours may be required 		<ul style="list-style-type: none"> • Application form / CV • Interview • References