

Job Description

Job title: Employer Account Manager

Grade: 6

Hours: 37

Location: MMW

Responsible To: Employer & Partnerships Manager

JOB SUMMARY:

The Employer Account Manager will build, maintain and account manage relationships with local employers to encourage them to work with Futures' programmes and provision to train their staff, fill their vacancies, manage their restructures, and meet their social value objectives. The Employer Account Manager will also liaise with key partners that can both facilitate links and improve the offer to employers, such as FE Colleges, Local Authorities, and Industry bodies. As well as this, the Employer Account Manager will build relationships with organisations that can support the engagement of learners and candidates, collaborating with internal and external colleagues to ensure delivery is of the highest standard and fulfils employer expectations. Daily duties will include identifying and contacting new prospective employers, collaborating with existing employer contacts, and liaising internally with operational support colleagues to maximise the success of our careers, targeted support, and training programmes.

The key objectives:

- Generating performance within our Careers, Targeted Support & Training programmes, with a specific focus on assisting the Training Team to achieve performance profiles.
- Developing and delivering Futures' employer offer ensuring it is as attractive as possible to employers with as broader range of complementary services as possible
- Building a network of account managed employers with continuous supply of opportunities for our customers and learners.
- Engagement with internal and external stakeholders to facilitate our links to employers, engage a broad swathe of customers and learners, and improve our offer and output.

ROLES AND RESPONSIBILITIES:

- Plan the employer engagement activities in line with the company's employer engagement strategy and lead the end-to-end interaction with the employer.
- Support the delivery and monitoring of our employment and training outcomes-led programmes in collaboration with Delivery Managers and Curriculum Managers.
- Develop a clear and comprehensive understanding of the Futures' offer to employers with an approach as to how that can best be communicated and reviewed for continuous improvement.
- Effectively engage with key stakeholders to support employer engagement, Futures programme' performance and referrals into our services
- Assist the Employer & Partnerships Manager to develop and manage employer and partnership networks to enhance Futures' reputation and secure opportunities for business growth and the operational income generation.
- Maintain a robust pipeline of employer opportunities to continuously achieve performance and opportunities for performance growth.

- Maintain an employer relationship database and implement a reporting system that will be shared with operational colleagues and the leadership team to share performance KPIs.
- Grow and retain a target number of employer relationships. Generate new leads for employment by contacting prospective employers, developing understanding of their challenges and motivations, establishing mutually acceptable arrangements, and securing opportunities for Futures' programmes and services.
- Promote and manage employer events within our centres to support employment and training outcomes and increase employer awareness of Careers, Employment Support and Training.
- Support delivery against set KPIs to meet contractual targets across multiple divisions within Futures with a focus on the Training division
- Support employers to understand and develop inclusive recruitment practices, to meet their needs within social value, and promote the impact of social value.
- Contribute effectively within a team environment. Collaborate with internal colleagues to influence programme success. Colleagues include senior leaders, curriculum and teaching teams, careers and employment advisors, marketing / communications.
- Support continual business improvement by sharing best practice with other employer engagement colleagues and assist the marketing team to develop fresh marketing collateral.
- Escalate identified issues or challenges (and suggested improvements) from employers with managers / leaders to support continuous improvement of the programme/s.

FUTURES VALUES:

The role holder will maintain our company Values to “Have Passion”, “Make a Difference” & “Do the Right Thing.”

- Having a demonstrable **passion** for the Customer Experience and embracing change that will deliver benefits for the business and the customer.
- Generating ideas that have a positive impact on how we work to **make a difference**.
- Leading by example & **doing the right thing** by creating a positive working environment of inclusion, transparency, collaboration, and dedication.
- Committing to self-development by being open to coaching, mentoring and technical learning
- Supporting the development of others by sharing and transferring your knowledge and skills to nurture people and build great teams.

COMPANY POLICY

- To promote and uphold equal opportunities policy and procedures, actively promoting equality and seeking to challenge and overcome disadvantage and discrimination.
- To commit to and demonstrate behaviours based on the Company Values.
- To develop and maintain own professional knowledge, skills, and experience, including formal training, CPD and networking with fellow professionals. Incorporating self-reflection to improve practice.
- To ensure a personal commitment to Customer Excellence to help our customers in the best way possible and support our Company's reputation.
- To comply with safeguarding requirements in accordance with legislation and policy.
- To ensure the exchange of relevant information between partners takes place, ensuring the customer/client has given consent and that data protection requirements are complied with.
- To undertake any necessary administrative/IT duties or in line with role.
- To comply with IT Policies and requests to update systems. Comply with the General Data Protection Regulations (GDPR) Policy in handling data

- To take reasonable care for the Health & Safety of him/herself and of other persons who may be affected by his/her activities and, when appropriate, to safeguard the Health & Safety of all persons under his/her control and guidance in accordance with the provisions of Health & Safety Legislation.
- To undertake any other duties, which may reasonably be regarded as within the scope and responsibilities/grade of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms.

PERSON SPECIFICATION

Assessment Key

CV = Curriculum Vitae - Iv = Interview - C = Certificates

(E) = Essential, (D) = Desirable

Method of Assessment	CV	Iv	C
Education			
Qualified to (or working towards) Level 2 in Information Advice and Guidance (E)	✓		✓
Qualified to Level 2 or equivalent in Math's and English (E)	✓		✓
Experience & Knowledge			
Experience of working in a similar role, with strong evidence of employer engagement, with account management leading to improved operational performance and business growth.	✓	✓	
Demonstrable understanding of the employment, skills and career sector and the role of different organisations and programmes within it.	✓	✓	
Knowledge of different learning programmes including Adult Skills Training, Sector Work Academy Programmes (SWAP) and Pre-Employment Training courses (PET) (E)	✓	✓	
Experience of successfully securing improvement performance delivered through projects involving employer engagement	✓	✓	
A proven record within sales, including cold/warm connections and account management	✓	✓	
Skills & Ability			
Competent with social media platforms and to be able to promote your employment opportunities to engage the right candidate(s).	✓	✓	
A high level of interpersonal and communication skills with the ability to engage, promote and network effectively with a wide variety of stakeholders and customers, individually and in groups (E)	✓	✓	
Ability to use your own initiative, organise and manage your own workload and to prioritise effectively to meet required targets (E)			
Proven ability of working to tight deadlines to fulfil contract requirements ensuring timely achievements in line with set KPIs (E)			
Able to work flexibly, according to the schedule of training events (E)			
IT Skills – ability to use databases, word processing, PowerPoint, email, internet, Video Conferencing, Microsoft Teams	✓	✓	
Attitude & Values			
Making a difference, by changing and improving, leading, communicating, influencing and people performance. (E)	✓	✓	

Having passion by seeing the bigger picture, self-development, being a team player and collaboration. (E)	✓	✓	
Doing to right thing, by making effective decisions and risk management, building relationships and networking, delivering excellence and creating a sense of belonging. (E)	✓	✓	
Company Requirements			
Committed to ensuring that all practice and engagement with others is free from discrimination and adheres to equal opportunities legislation and organisational policies (E)	✓	✓	
Collaborative and team player (E)	✓	✓	
Possesses a 'can do' attitude and approaches challenging situations in a positive and enthusiastic manner (E)	✓	✓	
Understands the need to have a flexible approach to working requirements (E)	✓	✓	
Vehicle owner/full driving license holder or able to travel daily to and from various locations across the East Midlands (E)	✓	✓	✓