
Training & Sales Co-ordinator

External Vacancy

Post Ref 5885. 37 hours, Permanent. £19,198.08 per annum.

Attractive benefits for each post include 35 days holiday per year plus bank holidays and access to the pension scheme.

Sunderland College has a long history of employer engagement, today the College works with over 600 businesses including many of the North East region's largest employers. Over recent years Sunderland College has become one of the largest providers of apprenticeships in the region, building its reputation for delivery in key industry sectors. The College is keen to continue to build upon this success and an exciting opportunity has been created.

We are seeking to recruit a dynamic and motivated individual to a new position of Recruitment & Training Coordinator in our Business Development team. Key elements of the job role are: managing the high volume of apprenticeship enquiries from small and medium sized enterprisers through to conversion; sourcing of prospective apprentices; and, conducting targeted telesales campaigns.

The successful applicant will be able to demonstrate an up-to-date understanding of employer and sector needs and have a good working knowledge of apprenticeship frameworks. The applicant will be able to demonstrate a professional approach with good interpersonal skills, be self-motivated and able to meet deadlines working under pressure.

Applicants should be able to demonstrate relevant experience in their personal statement and give practical examples of how they fulfil the person specification.

Members of the Business Development team need to be independently mobile and must be able to travel throughout the North East and in some instances may need to travel further afield.

Due to the nature of this post, the successful applicant will be required to undertake an Enhanced Disclosure Check.

We are big advocates of diversity so applications are welcome from anyone who's suitably qualified.

To find out more about this great opportunity visit www.sunderlandcollege.ac.uk/vacancies alternatively email vacancies@sunderlandcollege.ac.uk or call 0191 511 6046 to request an application pack.

All applications must be received by Friday 02 December, 5pm.

It is anticipated that interviews will take place during the week commencing 12 December 2016

We are working towards equal opportunities and welcome applications from all sections of the community. We are committed to PREVENT and safeguarding the welfare of children and vulnerable adults.

Job Description

(This is a description of the job as it is as present constituted. It may be necessary, from time to time, to update job descriptions to ensure that they relate to the job as then being performed. Therefore, management reserve the right to make changes to your job description, commensurate with your grade/level in the organisation, after consultation with you).

Post Title:	Training & Sales Co-ordinator
Post Reference No:	5885
Department	Business Development Directorate
Grade:	Point 015
Contract:	Permanent
Hours:	37
Location:	Any College Campus
Responsible to:	Business Development Manager

JOB PURPOSE:

The purpose of the role is to support the Business Development Team by conducting targeted telesales campaigns, managing the high volume of Apprenticeship enquiries from SMEs through to conversion, and sourcing prospective Apprentices. The post holders will co-ordinate the recruitment, selection and early stage support of learners on Apprenticeships and other work based learning programmes.

PRINCIPAL DUTIES:

1. To work with the Business Development Manager and Business Executives in support of the College's business development, marketing and sales activity.
2. To work with employer clients to advise on suitable Apprenticeship frameworks, identify potential candidates, and introduce to the client, the Work Based Learning Co-ordinators and Faculty Heads Directors within the College to ensure a smooth transition.
3. To plan and undertake health and safety assurance visits to employers' workplaces before any learner starts their Apprenticeship and work experience.
4. To manage and co-ordinate effectively the client journey as part of an end-to-end business cycle.
5. To undertake any other duties as may be deemed to be commensurate with the grade of the post.

MAIN DUTIES:

- 1.1 To work with the Business Development Manager, Business Executives, Work Based Learning Co-ordinators, Faculty Directors and other colleagues to maximise up- and cross-selling opportunities across the College.
- 1.2 To work with the Business Development Manager and Business Executives to undertake well-targeted telesales campaigns.
- 1.3 To actively market the College apprenticeships/training programmes to potential employers and achieve yearly start and income sale targets.
- 1.4 To strengthen employer client relationships through effective client management.

- 2.1 To respond to enquiries or requests for information from local businesses and potential learners, providing guidance and information on the appropriate apprenticeship programme.
- 2.2 To work with the employer client, Business Development Managers, Business Executives, and REED NCFE (or other appropriate recruitment services) to recruit and select suitable candidates for Apprenticeship vacancies and Traineeships.
- 2.3 To work with the employer client and the Marketing Department to effectively promote Apprenticeship opportunities.
- 2.4 To assist and attend College events such as Open Days, Exhibitions etc. and liaise with the IAG Team.
- 2.5 To work with REED NCFE and staff from across the College to assist potential learners to secure Apprenticeship positions by supporting potential learners in areas of self-development and career guidance, contacting potential employers, assisting learners complete application forms and produce CVs.
- 2.6 To work with the learner and the employer to ensure that all parties are aware of the requirements and complexities of the Apprenticeship.
- 2.7 To work with Work Based Learning Co-ordinators to ensure individual learners (employees, Apprentices) are enrolled, receive a high quality induction and the frameworks/courses are delivered to the agreed schedule.

- 3.1 To plan and undertake health and safety assurance visits to employers' workplaces before any learner starts their Apprenticeship and work experience, using the Skills Funding Agency Health & Safety Procurement Standards (HASPS) Checklist ensuring employers meet the health and safety standards required.
- 3.2 Produce health and safety action plans for employers as identified on the HASPS Checklist and monitor the progress of all recommendations ensuring their completion within agreed timescales.
- 3.3 To review and monitor employers premises per established timescales, and maintain up-to-date records on the College CRM.
- 3.4 To advise the College Health & Safety Officer of all workplace incidents or accidents involving learners and assist with any investigations, as required.
- 3.5 To keep up to date with current health and safety legislation and Skills Funding Agency guidelines.

- 4.1 To maintain high levels of customer service (internally and externally) and exceed customer expectations.
- 4.2 To work to agreed account and customer relationship management procedures and processes.
- 4.3 To utilise the CRM system and other appropriate systems to record interactions/activities with prospective and existing clients.

- 5.1 To work on either a temporary or an indefinite basis at any of the College sites.

- 5.2 To have due regard and take responsibility for PREVENT and the safeguarding and promotion of the welfare of children and/or vulnerable adults.
- 5.3 To understand and adhere to college Health and Safety policies and guideline ensuring compliance with statutory legislation.
- 5.4 To undertake such other duties as are reasonably allocated either permanently or from time to time.
- 5.5 To uphold British Values, the college values and responsibilities with regard to equality and diversity.

Person Specification

Post Title: Training & Sales Co-ordinator (Post Ref: 5885)

CRITERIA	ESSENTIAL REQUIREMENT	DESIRABLE REQUIREMENT
Skills/knowledge/aptitudes Demonstrable, up to date knowledge of employer needs Demonstrable knowledge of apprenticeships Possess sound account management skills and developing client relationships Ability to operate effectively as an individual and team player Possess sound written and verbal communication skills, and a high level of numeracy Ability to respond to changing markets and anticipate client needs, and exploit new opportunities	✓ ✓ ✓ ✓ ✓	✓
Qualifications and Training Level 3 qualification Evidence of continuing professional development (CPD)	✓ ✓	
Experience Organising successful employer based programmes and events Experience of working in sales within a recruitment and/or training environment	✓ ✓	
Disposition Excellent team working skills Well organised and effective time management To take appropriate responsibility for the safeguarding and promotion of the welfare of children and/or vulnerable adults To uphold the college values and responsibilities with regard to equality & diversity To understand and adhere to college Health and Safety policies and guidelines ensuring compliance with statutory legislation	✓ ✓ ✓ ✓ ✓	