



North East
Better Health
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Employment Broker

External Vacancy

Post Ref: 5997 Full Time. Permanent. £20,011.66 - £23,729.47 per annum (dependent upon experience).

Attractive benefits for this post include 35 days' annual leave per year plus bank holidays and the opportunity to join the Local Government Pension Scheme.

Sunderland College has a long history of employer engagement; today the college works with over 600 businesses a year across various key sectors including many of the region's largest employers. Over recent years, Sunderland College has developed robust and exciting Work Experience, Work Placement and Apprenticeship programmes, enabling learners from across the College to connect the world of learning with careers and the world of work. The College is keen to continue to build upon this success and an exciting opportunity has been created within our Business Development Directorate.

We are seeking to appoint a dynamic, keen, highly motivated individual as an Employment Broker to be part of our Business Development Team, supporting the College with employer engagement for and the achievement of work experience, work placements and apprenticeship recruitment. Key elements of the job role are identifying opportunities with employers, from which Sunderland College can secure work experience, work placements and apprenticeship opportunities for learners.

Employment Brokers will manage the opportunity, maintain the employer and student relationship, and negotiate the process to ensure successful experience/ placement start, following up with both the learner and the employer to ensure a great experience of the world of employment.

The successful applicant will be responsible for managing a busy caseload of learner in a fast paced environment so it is essential that they are able to; demonstrate a professional approach, be self-motivated and able to meet deadlines and targets whilst working under pressure. The successful applicant must possess excellent organisation and time-management skills and also be able to demonstrate excellent customer service, inter-personal and employer engagement ability.

The applicant should have experience of working in areas such as Customer Service, Recruitment Consultancy or Welfare to Work as well as sales experience

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

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

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 12 noon on Wednesday 18 July 2018

It is anticipated that interviews will take place during the week commencing 30 July 2018

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	Employment Broker
Post Reference	5997
Reports to	Senior Employment Manager
Department	Business Development Directorate
Grade	016 - 022
Contract	Permanent
Location	Any College Campus

ROLE PURPOSE

Employment Brokers are responsible for the sourcing of sustainable employment opportunities for Learners to achieve work experience, work placements and apprenticeships. Alongside working towards strict targets and guidelines as set by Sunderland College in accordance to study programme obligations, an Employment Broker will be expected to carry out any other duties as may be specified by their manager from time to time to help fulfil our core purpose to connect the world of learning with the world of work.

KEY ACCOUNTABILITIES

1. Employer Engagement and Opportunity Management

An Employment Broker is responsible for identifying opportunities with employers, from which Sunderland College can secure work experience, work placements and Apprenticeship opportunities for learners. By selling the benefits of Sunderland College and our learners, you will look to form a sustainable relationship with local employers. An Employment Broker will support both employer and learner to ensure a successful experience through the process where possible; including setting expectations, creating an experience/ placement plan, providing essential information, completing health and safety paperwork and gaining feedback.

Employment Brokers will manage the opportunity, maintain the relationship, and negotiate the process to ensure successful experience/ placement start, following up with both the learner and the employer to ensure a smooth transition into the world of employment.

Key Responsibilities::

- Identify new business opportunities and convert into Sunderland College work experience, work placement and apprenticeship opportunities effectively
- Working to targets set by Sunderland College SLT around work experience, work placements and apprenticeships

- Promote and raise awareness of the entire range of benefits that are brought to the table by working with Sunderland College
- Identify other employer-led business opportunities as agreed with Employment Team Manager / Business Development Manager
- Maximise on repeat business, build lasting relationships with employers and develop the existing account base
- Positively represent Sunderland College in a professional manner at all times to learners, employers, college staff and external partners

2. Engagement with Learners

Employment Brokers plan for their appointments with learners to ensure effective use of time, rapport building and an adequate two-way exchange with the learners. In many cases, this will involve working with groups of learners in a classroom environment to promote effective use of time through workshops such as “Work Experience Briefings” or “Apprenticeship Assessment Sessions”.

Employment Brokers will identify learners’ goals, aspirations, and first level barriers to work experience/ placements and apprenticeships both directly, or through internal and external contacts, ultimately registering the student and providing support throughout the process.

Key Responsibilities:

- Provide good customer service to learners, meeting and greeting them in a professional manner
- Explain the detail of the work experience/ placement programme including ensuring the learner understands their rights and responsibilities
- Identify, clarify and manage the learner expectations of the process, including data protection, confidentiality, and ground rules of the work experience/ placement programme in order to achieve full buy-in
- Liaise with relevant partners to inform them of learner registration, to assist with first level and/or higher-level barriers as appropriate.
- Assist the Employment Team Manager in preparing and delivering presentations at college events, and attending and setting up job fairs where required (this may include working outside of normal working hours)
- Interviewing apprenticeship applicants and providing advice and guidance on Sunderland College apprenticeship opportunities and the application process. Including supporting the applicant to prepare their CV and for employer interview

3. Administration & Quality

Adherence to all administrative requirements of work experience, work placement and apprenticeship programme delivery is mandatory, as an Employment Broker must provide a full and accurate record to the college of interactions with students.

Key Responsibilities:

- Maintain learner files and data (paper and database) to 100% accuracy at every instance of completion from registration onwards for work experience, work placements and apprenticeships
- Provide a service to learners, employers, and the college consistent with Sunderland College’s Employer Engagement strategy

- Follow prescribed filing and data-accuracy requirements to ensure the confidentiality of learner information and to provide a robust audit trail for internal and external review; adhering to Sunderland College GDPR policy.
- Maintain employer health and safety paperwork for work experience and work placement; adhering to Sunderland College Health and Safety policy
- Maintain weekly KPI information of activity as required by the Employment Team Manager

GENERAL RESPONSIBILITIES

- To have due regard and take appropriate responsibility for PREVENT and the safeguarding and promotion of the welfare of children and/or vulnerable adults.
- To uphold British Values, the college values and responsibilities with regard to equality and diversity.
- To understand and adhere to college Health and Safety policies and guidelines ensuring compliance with statutory legislation.
- To work at any of the College sites on a temporary or indefinite basis.
- To undertake such duties as are reasonably allocated, appropriate to the grade of the post.

Person Specification

Post Title: Employment Broker Post Ref: 5997

CRITERIA	ESSENTIAL REQUIREMENT	DESIRABLE REQUIREMENT
Skills/Knowledge/Aptitude Experience of working in a customer-facing environment, e.g Recruitment Consultant/ Customer Services Advisor. Possess skills including achievement orientation, accuracy, challenge and resilience, flexibility and adaptability. Possess sound employer engagement skills and developing client relationships. Including selling and influencing, planning and decision-making. 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 change and anticipate client needs and exploit new opportunities.	✓ ✓ ✓ ✓ ✓	✓
Qualifications and Training Degree or equivalent qualification. Minimum of 2 A Levels (grade A-C) or equivalent Maths and English at level 2/GCSE.	✓ ✓	✓

<p>Experience</p> <p>Experience of working in a performance and target-driven environment, such as business to business sales or equivalent e.g Recruitment Consultant or experience of Business Development roles.</p> <p>Ability to demonstrate success in developing and maintaining partnerships and networks.</p> <p>Experience of working in a fast-paced environment with exposure to varied client groups.</p> <p>Demonstrate experience of business development, marketing and sales strategies/ initiatives.</p> <p>Ability to demonstrate success in developing and maintaining partnerships and networks.</p>	<p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p>
<p>Disposition</p> <p>Ability to motivate and create a productive and positive professional environment.</p> <p>Drive, enthusiasm and highly motivated.</p> <p>Ability to work under pressure and to strict deadlines.</p> <p>Flexible and adaptable approach.</p> <p>Relates well to all stakeholders.</p> <p>Diplomacy skills (difficult situations/ constructive feedback)</p> <p>Confidence in dealing with conflict.</p> <p>Willingness to travel within the locality (e.g to meet learners/ e,ployers) and to work at any of the College sites as required.</p> <p>To take responsibility for safeguarding and promotion of the welfare of children and/ or vulnerable adults.</p> <p>To uphold British Values, college values and responsibilities with regard to Equality & Diversity and PREVENT.</p> <p>To understand and adhere to college Health and Safety policies and guidelines ensuring compliance with statutory legislation.</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p>