

Group Member:		Luminate Group Services	
Job Title:		Employer Support and Recruitment Apprentice	
Reports to:		Business Development Manager	
Job Grade	Apprenticeship Rates	Department	Apprenticeship Team

SPECIFIC ROLE RESPONSIBILITIES:

1. The post holder will shadow Employer Support and Recruitment Co-Ordinator's learning how to support a range of employers, in the identification of their skills needs and providing services and solutions to support them.
2. This post holder will begin to build relationships with employer partners/ levy employers and SME's alike.
3. The post holder will provide administrative support to Employer Support and Recruitment Co-Ordinator's.
4. The post holder will support in booking applicants for their Initial Assessment, ALS Assessment, Career, Information, Advice and Guidance sessions.
5. The post holder will provide administrative support in the advertisement of apprenticeship vacancies and support employers with their DAS Management.

CORE RESPONSIBILITIES:

1. As Employer Support and Recruitment Apprentice you will have a varied role which changes day to day, it will include Business Administration, Employer Engagement and Learner Recruitment Support responsibilities.
2. You will attend a range of external meetings and events representing Luminate Education Group which will vary in terms of audience. This could be business networking events, school assemblies, careers fairs or celebratory evenings to name a few.
3. The post holder will respond to inbound leads and provide customer service support to existing employer partners.
4. The post holder will manage enquiries coming in through a range of channels (telephone, website, marketing campaigns and referrals) in line with customer service expectations.
5. You will have a robust knowledge and understanding of the colleges offering, including Apprenticeships, T Levels, Commercial Training and Work Placements.
6. You will support with the preparation of proposals detailing the training solutions the college is able to provide.

7. You will build a talent pool and manage this effectively to promote apprenticeship ready applicants directly to employers.
8. You will be supporting the Employer Support and Recruitment Co-Ordinator's with the processing of repeat business, this will include 'check in's' with existing employer partners.
9. You will work with the marketing team to support with the organisation and running of recruitment events, celebratory evenings and activity during National Apprenticeship Week.
10. You will keep all CRM systems up to date with activity logs against all employer partners.
11. Ability to participate in evening/weekend work as required.
12. Any other duties that are specific to the department.
13. Assistance in the preparation, support and participation of examinations and invigilation across the Group.

GENERAL LUMINATE EDUCATION GROUP RESPONSIBILITIES FOR ALL STAFF:

- Maintain and update knowledge of the subject/professional area and co-operate in any staff development activities required to effectively carry out the duties of the post.
- Comply with safeguarding procedures, including the promotion of the welfare of children and vulnerable adults.
- Comply with all relevant policies and procedures.
- Act with honesty and integrity to maintain high standards of ethics and professional standards.
- Use and promote restorative practice approaches.
- Comply with all legislative and regulatory requirements.
- Promote a positive image of the Luminate Education Group and member organisations.
- Any other duties commensurate with the level of the post, which may be required from time to time.
- Embody the Group's Values:

Kindness

Creating communities where people can be authentic and true to themselves with support, trust and guidance from those around them

Ownership

Using our robust business planning model to allow areas to have clear ownership over their vision and performance

Enjoyment

Fostering environments that enable staff and students to be brave, interact and have fun

Collaborative

Proactively seeking opportunities to create synergies and positive outcomes for all

Passion

Encouraging all to have aspiration and passion in everything they do.

Creative

Always hungry to learn and looking ahead so we can be responsive

Person Specification

Job Title:	Employer Support and Recruitment Apprentice
-------------------	---

The specific qualifications, experience, skills and values that are required for the role are outlined below. You should demonstrate your ability to meet these requirements by providing clear and concise examples on the application form. Each criteria is marked with whether it an essential or desirable requirement and at which point in the recruitment process it will be assessed.

Methods of Assessment:

A = Application Form, I = Interview, T = Test or Assessment, P = Presentation, C= Certificate, MT = Micro Teach

Qualifications and Attainments		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	Q1. English and Maths at Level 2 or willingness to achieve within 6 months.	A / C
D	Q2. UK Driving Licence and regular access to own vehicle	A / C

Experience and Knowledge		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	EK1. Experience of using Microsoft Office systems and databases, (Word, Excel, Outlook etc.) and Google Applications.	A / I
E	EK2. Experience in delivering high-quality customer service in a fast-paced environment.	A / I
D	EK3. Experience of working within a Employer Engagement, Business Development or Sales role.	A / I / P
D	EK4. Experience of working within a recruitment role, managing vacancies and candidates effectively.	A / I / P

D	EK5. Experience of working within an administrative role.	A / I / P
---	---	-----------

Skills and Competencies		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	SC1. A confident communicator with the ability to present to a wide range of audiences.	A / I / P
E	SC2. An adaptable individual who is able to work well in a role which is varied and priorities can compete and change.	A / I / P
E	SC3. Ability to communicate effectively with students, staff, and stakeholders.	A / I / P
E	SC4. Excellent written and verbal communication skills.	A / I / P

Behavioural, Values and Ethos		
Essential (E) Desirable (D)	Criteria	Method of assessment
E	B1. Support and promotion of equality, diversity and inclusion	A/I
E	B2. Promotion of a safe environment for children, young people and vulnerable adults to learn in	I
E	B3. Commitment to the PREVENT agenda	I
E	B4. Commitment to professional standards	I
E	B5. Commitment to restorative practice approaches	I