



<b>Job title</b>	Recruitment Officer – Apprenticeships and Skills	<b>Job family and level</b>	Administrative, Professional and Managerial Level 3
<b>School/ Department</b>	Institute of Professional & Workbased Learning – Commercial team	<b>Location</b>	Hybrid working – Jubilee campus and work from home

## Purpose of role

This role is focused on supporting the promotion and recruiting to the University of Nottingham's skills programmes to employers and learners, to achieve the university's ambitions for skills programme growth. This includes degree apprenticeships and other CPD activity such as short courses.

The post holder will have a target driven approach and will work as part of the Employer Engagement team in the Institute of Professional and Work-based Learning (IPWBL) on a broad range of activities, such as generating and responding to enquiries/leads, publicising opportunities to employers and prospective candidates, supporting with promotional events, and gathering feedback from key stakeholders. They will also be responsible for participating in the delivery of key operational activities (e.g. forums/webinars and social media) and providing administrative support to IPWBL. An important aspect of this role will be acting as the first point of contact to clients and providing a high level of customer service.

	<b>Main responsibilities</b> (Primary accountabilities and responsibilities expected to fulfil the role)	<b>% time per year</b>
1	<b>Business/External Engagement – Sales focused</b> <ul style="list-style-type: none"><li>▪ To act as the first point of contact for all enquiries into the University from a broad range of audiences across multiple communications platforms e.g. telephone, email, social, web, face- to-face; in relation to new and existing employer interest with the aim of recruiting learners to programmes</li><li>▪ Working with the Employer Engagement Manager and the Head of B2B Skills Marketing, devise and implement sales campaigns to increase the number of enquiries, including sales driven campaigns, events and visits to businesses.</li><li>▪ To organise and deliver enquiry management support to process, advertise and promote programmes, record progress, produce reporting and MI, and coordinate the delivery of operational activities related to recruitment of learners, employer engagement and events.</li><li>▪ To liaise with relevant departments and colleagues across the university especially programme teams within Faculties, the Employer Engagement Team (including working with marketing colleagues), and supporting the promotion of Degree Apprenticeships and CPD internally and externally</li></ul>	50%

	<ul style="list-style-type: none"> <li>▪ To liaise with employers, prospective candidates, and internal colleagues to support the provision of degree apprenticeships, as well as to establish and maintain effective relationships, exchange relevant information and ensure the accuracy of apprenticeship-related information.</li> <li>▪ Assess employer skills demands, scope training requirements/enquiries to establish appropriate skills programme</li> <li>▪ Contribute to the development of University wide business engagement activity.</li> <li>▪ Represent the Institute of Professional and Work-based Learning Team at relevant events and networking opportunities</li> </ul>	
2	<b>Sales Administration</b> <ul style="list-style-type: none"> <li>▪ To provide sales research support in respect of potential new employer partners, meeting preparation, IPWBL resources, events and developments.</li> <li>▪ Development of effective systems and processes to support the above activities (including reporting).</li> <li>▪ To coordinate, collate and present statistical feedback to measure the impact of activities with employers on our recruitment activity.</li> <li>▪ Assessing suitability of potential degree apprenticeship and CPD clients and prospective candidates.</li> <li>▪ Liaising with prospective clients to their recruitment and selection process to identify suitable candidates that meet UoN requirements</li> <li>▪ Promoting opportunities to local businesses</li> <li>▪ Work with IPWBL colleagues to monitor and manage applications</li> <li>▪ Supporting clients to understand the range of skills development opportunities available to them.</li> </ul>	30%
3	<b>Other duties</b> <ul style="list-style-type: none"> <li>▪ Advise on apprenticeship delivery requirements and relevant resources, higher education provision and in particular the University of Nottingham's curriculum and support mechanisms.</li> <li>▪ To contribute to the continuous review and improvement of IPWBL processes and procedures</li> <li>▪ Provide administrative support to the IPWBL team in activities related to the growth and development of new business across the team.</li> <li>▪ Liaise with relevant stakeholders and groups across the university to ensure consistent and up to date information and messages with regard to degree apprenticeship opportunities</li> </ul>	20%
5	Any other duties appropriate to the grade and role	

## Person specification

	Essential	Desirable
<b>Skills</b>	<ul style="list-style-type: none"> <li>▪ Strong interpersonal and communication skills including oral and written, in both formal and informal situations with people across a range of areas and levels</li> <li>▪ Excellent persuasion and negotiation skills</li> <li>▪ Excellent IT skills including Microsoft Excel and ability to use a range of IT and management information systems, and search for and use online resources where appropriate</li> <li>▪ Ability to work collaboratively with other individuals or teams – engaging in person and virtually.</li> <li>▪ Good planning, prioritising and organisational skills, including the ability to work accurately under pressure and to meet targets and deadlines</li> <li>▪ Ability to work independently and to take the initiative to solve problems and deal with issues within the scope of this role</li> </ul>	<ul style="list-style-type: none"> <li>▪ Pro-active and able to manage own workload</li> </ul>
<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>• Experience of developing new and existing relationships with a diverse customer base, and responding effectively to queries</li> <li>• Experience of B2B sales, preferably in a recruitment, apprenticeships or education setting</li> <li>• Experience of applying rules and processes, for example (but not limited to) the DfE apprenticeship funding rules and their application</li> </ul>	<ul style="list-style-type: none"> <li>• A background in apprenticeships/learning and management development</li> <li>• Experience of working in or with higher education institutions</li> <li>• A network of relevant relationships within the apprenticeships sector</li> <li>• Experience of Ofsted and the Education Inspection Framework</li> <li>• An extensive track record of relevant work experience in a similar role</li> <li>• Some awareness of key issues, trends, opportunities and challenges in the higher education sector</li> </ul>
<b>Qualifications, certification and training (relevant to role)</b>	<ul style="list-style-type: none"> <li>• A good standard of education including GCSE Maths and English grade C or above, or equivalent</li> </ul>	



## Expectations and behaviours

The University has developed a clear set of core expectations and behaviours that our people should be demonstrating in their work, and as ambassadors of the University's strategy, vision and values. The following are essential to the role:

<b>Valuing people</b>	Is friendly, engaging and receptive, putting others at ease. Actively listens to others and goes out of way to ensure people feel valued, developed and supported.
<b>Taking ownership</b>	Is clear on what needs to be done encouraging others to take ownership. Takes action when required, being mindful of important aspects such as Health & Safety, Equality, Diversity & Inclusion, and other considerations.
<b>Forward thinking</b>	Drives the development, sharing and implementation of new ideas and improvements to support strategic objectives. Engages others in the improvement process.
<b>Professional pride</b>	Is professional in approach and style, setting an example to others; strives to demonstrate excellence through development of self, others and effective working practices.
<b>Always inclusive</b>	Builds effective working relationships, recognising and including the contribution of others; promotes inclusion and inclusive practices within own work area.

## Key relationships with others



