

BUSINESS SUPPORT OFFICER – EMPLOYER ENGAGEMENT

December 2020

Service: School Improvement, Secondary, Special and PRU's, Skills & Employability

Salary: TEP7

Reporting to: Business Support Manager

Purpose of the Job:

Provide high quality business support across a range of employer engagement activities including providing administrative support to the Employer Guilds. Activities will include, data analysis, report collation, meeting management and minute taking and direct liaison with key stakeholders.

Annex A: Main duties and responsibilities:

1. Arrange and coordinate meetings on behalf of the Chairs of the Guilds, the Skills Commission, the Careers and Enterprise Company and senior managers, ensuring all relevant papers and documents are collated and distributed in a timely manner
2. Attend Guild, Careers and Enterprise Company and Skills Commission meetings to take minutes and ensure that the whole process runs smoothly, and action points are followed up and tracked after every meeting
3. Act as the main point of contact for Employers and referring enquiries to the appropriate person. Ensuring that enquiries are dealt with efficiently and consistently.
4. Support teams with the development and roll out of a careers project, initially in IBCP schools, but expanding to all schools.
5. Collate data for managers to support reporting.
6. Support managers to engage with companies and other relevant partners to gain their support for education and employment projects across the service and in support of the Kent Employment Taskforce.
7. Coordinate the Guilds and Careers and Enterprise Company calendars and feed into the Service Calendar working with the team to plan timelines for events briefings and all Service meetings.
8. Provide excellent customer service to both internal and external customers.
9. Co-ordinate the DBS process for volunteers on behalf of the Careers and Enterprise Company.
10. Research, collate and manage information and data in a timely and coherent manner to inform reports on performance indicators.
11. Support the effective use of the Service's social media channels and web presence, ensuring all content in relation to employer engagement is relevant and up to date

12. Arranging employer engagement events including booking facilities, developing materials, and sharing communications.

13. Contribute to the day to day business support functions of the team

Please note: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

Annex B: Person Specification

The following table outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	Level 3 Qualification in a relevant field or significant related work experience.
EXPERIENCE	<ul style="list-style-type: none"> • Competent with Microsoft Outlook packages, including Outlook, Word, Excel, Power Point, Access • Proven high level administration experience • Experience of communicating with a range of different audiences and external stakeholders • Experience of working with senior managers • Experience of engaging with and advising employers.
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Computer literacy - ability to produce a range of documents and reports, including non-standard reports, using Microsoft Office packages • Confident and professional manner • Ability to use own initiative to resolve problems and prioritise workload • Ability to record accurate notes of meetings and take a proactive approach to tracking actions and follow up with stakeholders • Excellent Customer Service skills • Excellent verbal and written communication skills • Ability to communicate with a wide range of different audiences • Ability to use and understand social media • Ability to travel across a wide geographical area in a timely manner.
KNOWLEDGE	<ul style="list-style-type: none"> • Understanding of apprenticeships and other programs for young people. • Excellent knowledge of office systems and processes • Knowledge of a range of IT systems • Awareness of GDPR and confidentiality issues

Annex C: Company Values and Expectations

At The Education People we are guided by our shared values:

- **Moral Purpose:** We are driven by our shared moral purpose to do all that we can, both directly and indirectly, to improve educational outcomes and life chances.
- **People First:** We are committed to always putting people first: our staff, clients and partners, and above all, the people we serve.
- **Stronger Together:** We believe in the power of partnership and collaboration, understanding that the very best outcomes are delivered only when we embrace challenge and work together – with each other, our clients and partners.
- **Excellence:** We strive to excel in the delivery of high-quality services that produce lasting outcomes: balancing pace, precision, practicality and cost.
- **Spirit of Innovation:** We have a restless curiosity; we embrace every opportunity to learn, to challenge the status quo, and to seek to set new standards for outcomes and delivery.
- **Integrity:** We expect the highest standards of professionalism and integrity of ourselves and others, acting at all times within the ethical framework of our values.