

Role Description

Role Title: Business Development/Apprenticeship Recruitment Assistant	Pay Grade: Grade 5
Normal Place of Work: South Bristol Skills Academy, with travel between College Sites when required	Line Manager: Business Development and Apprenticeships Manager
Normal Working Hours: 37 hours	Responsible For: N/A

ROLE PURPOSE

The Business Development/Apprenticeship Recruitment Assistant is responsible for supporting all aspects of the Business Development/Recruitment teams. They must be keen to work with busy fast-paced teams, be a good communicator who can engage our stakeholders, reach new customers and grow our reputation as a leading provider of education in Bristol. This role is key in supporting the implementation of the College's strategy to rapidly expand our employer-facing work, including apprenticeships and other courses, by providing an efficient and comprehensive administration, support and reporting services. The post holder will be responsible for supporting with, procuring materials, attending events, building relationships with external contacts. and creating promotional literature through print and digital platforms. They must also be a highly collaborative and motivated individual who has good attention to detail.

PRINCIPAL ACCOUNTABILITIES

1. Build strong relationships with college staff across all campuses to gain product knowledge and be able to promote specific curriculum areas.
2. Develop positive relationships with key contacts both internal and external.
3. Represent the College and attend events when required, including Open Days, school events, Higher Education Graduation, Student Awards and enrolment.
4. Support directorate managers to provide an efficient administrative process and support
5. Support Marketing Director for administrative tasks when required.
6. Support enquiry conversion to enrolment is securely managed and that the process is timely for both employer and learner add in apprenticeship enquiry conversion.
7. To provide support for the quality checking of apprenticeship paperwork and processes as advised by the Apprenticeship Recruitment Team Leader or other colleagues.
8. To work flexibly to ensure that customers are put first and receive a high-quality experience and interaction with the College.
9. To provide administrative support across all functions within the team.
10. To support the establishment and maintenance of a culture of enterprise and innovation.
11. To play an active role in supporting all areas of the team to deliver the highest quality of customer service and care.
12. This includes but is not limited to, enquiry handling, DAS advertisement, candidate selection, interview arrangement, finalised paperwork and effective administration.
13. Maintain awareness and understanding of all work-based learning offered by the College.
14. Liaising with employers on how to use the DAS and provide them any information required to advertising vacancies and add apprentices when required.
15. Chasing employers who have yet to set up an apprentice on the DAS, or if any alterations are required.
16. Ensuring the system (pro-engage) holds accurate information for both employer and apprentice.
17. To support during annual leave, this will include report running, target and capacity collation

Key Relationships

All posts within the college require a high degree of team working. In particular, the postholder will need to develop and maintain key relationships, including:

College Leadership Team (CLT)	Ensure an integrated college approach to cross-portfolio initiatives by effective communication with CLT
Strategic Leadership Team (SLT)	Ensure an integrated college approach to cross-portfolio initiatives by effective communication with SLT

Heads of Department & Apprenticeship Trainers	Regularly update on key marketing projects to support areas Provide advice and assistance to support marketing of curriculum areas Participate in meetings and discussions to represent marketing prospective and share information
College staff across all departments	Share information and resolve issues by participating in meetings and responding to enquiries.

Generic Responsibilities

- To represent and promote the college brand values internally and externally; acting as an ambassador for business development on behalf of the college
- Promote the college's student first ethos, ensuring that the student experience is uppermost in policy and decision making
- To actively promote and act, at all times, in accordance with college policies, including, but not limited to: Health and Safety, Equal Opportunities, Prevent and Safeguarding, the Staff Code of Conduct and the college's Financial Regulations
- To actively promote and adhere to agreed college values
- To engage in implementing changes, promoting innovation
- To participate in the college Annual Appraisal Process, contributing to a culture of self-reflection on practice and continuous professional development
- To facilitate the achievement of the college's quality objectives including those from external bodies
- To undertake other reasonable duties commensurate with the level of post
- Undertake such other duties as may reasonably be required commensurate with the general level of responsibility, at the normal place of work or at any another College location i.e., Open Events, Award Evening etc.

Values

To role model the college values of inclusivity, respect, ambition and honesty.

Behaviours

To role model and consistently exhibit: student focus; high expectations and aspirations for all; focused on progression and employment; pride in what we do and our place in the city; collaborative and continually improving.

Safeguarding

City of Bristol College is committed to safeguarding children and vulnerable adults. All new employees to the College are required to complete and obtain an enhanced DBS disclosure.

Further information will be sent to all prospective staff as part of the application process

Special Conditions

Due to the demands placed upon it and the profile of the role, the post holder will be required to have a flexible attitude to working hours.

Person Specification

	Essential	Desirable	How assessed*
QUALIFICATIONS			
Qualifications in a relevant subject e.g., Marketing, English, Business Studies or Administration at Level 3 or Above	✓		AF/Cert
Exceptional standard of English including high level in GCSE	✓		AF/Cert
KNOWLEDGE AND EXPERIENCE (UP TO DATE/ CURRENT)			
Knowledge/experience of the following, or the ability to learn swiftly, will be essential; Apprenticeship structure Use of Digital Apprenticeship Service Use of Pro-engage Communication tracking – excel/ or Pro-Engage as a CRM		✓	AF/IV
Experience of working in a busy office environment	✓		AF/IV
Working effectively with stakeholders across a large and complex organisation		✓	AF/IV
Experience of GDPR compliance		✓	AF/IV
Excellent understanding of new media technologies and applications, including traditional online publishing, social media platforms, social media tools and digital advertising		✓	AF/IV/AT
Good working knowledge of standard IT packages e.g., Microsoft, web Content Management System e.g., Pro Systems, email and e-newsletter software	✓		AF/IV
SKILLS AND ABILITIES			
Excellent communication skills including the ability to write compelling copy with accuracy and attention to detail to a range of audiences	✓		AF/IV/AT
Good verbal and email communication	✓		AF/IV
Excellent organisation skills including time management and prioritisation	✓		AF/IV
Ability to be adaptable and flexible, think creatively and learn new skills quickly	✓		AF/IV
Excellent analytical and problem-solving skills	✓		AF/IV
Exceptional attention to detail	✓		AF/IV
Ability to work at a fast pace	✓		AF/IV
Enthusiastic and highly proactive with the ability to work under own initiative	✓		AF/IV
Proven commitment to deliver excellent customer service	✓		AF/IV
Ability to build strong relationships with a wide variety of external and internal stakeholders	✓		AF/IV
Ability to work reliably as part of a team in a sometimes-pressured environment	✓		AF/IV
Ability to manage a busy and varied workload to tight deadlines and communicate progress effectively to colleagues	✓		AF/IV
Able to abide by and demonstrate the college's values of integrity, pride, ambition and respect	✓		AF/IV
To be able to drive and have access to a car		✓	AF/IV
Willingness to work evenings and occasional weekends when required	✓		AF/IV

***Assessment method:**

AF = Assessed via application form

AT = Assessed via test/work-related task

IV = Assessed via interview

Cert = Certificate checked at interview