

JOB DESCRIPTION

Post:	Apprenticeship Advisor
Responsible to:	Business Partnerships Coordinator
Salary:	<p>£22,231 - £22,557 per annum Scale 3 Points 18 - 20 Full Time 37 hours Fixed term until March 26 to cover maternity</p>
Conditions of Service:	Truro and Penwith College conditions of service
Main Purpose of Job:	<p>Administering the college's apprenticeship recruitment service with customers. This includes working with employers to create and advertise vacancies and supporting candidates through the application process.</p> <p>Handle inbound enquiries from customers who are looking for apprenticeships and/or business training. Responding to phone call and email enquiries, providing professional advice and guidance and a high level of customer service.</p> <p>Providing an onboarding function for all new apprenticeship bookings; acting as the first point of contact for customers, completing all enrolment activity, and apprenticeship sign-up paperwork. Managing the enrolment process with new apprentices between booking confirmation and their start on the course.</p> <p>Support Business Partnership Consultants with critical administrative tasks, such as appointment scheduling, booking management, and the completion of apprenticeship sign-up paperwork.</p>

Specific Duties:

Supporting employers to create apprenticeship job adverts using the college's recruitment service. Working collaboratively with employers to complete a vacancy template form and then advertise the vacancy on key platforms such as the Apprenticeship Service, GetMyFirstJob (GMFJ), and the Truro & Penwith College website.

Conducting thorough telephone interviews and screening potential candidates via phone or face to face to identify suitable candidates that match the apprenticeship vacancy brief.

Sourcing of direct candidates for both live vacancies and future talent pipeline and carry out general administration regarding job applications.

Providing information, advice and guidance to apprenticeship candidates and supporting them to find suitable employment opportunities. This includes working with candidates to help them draft CVs and covering letters.

Providing advice sessions on apprenticeships to full-time students at the college, including presentations to full-time groups.

Handling incoming enquiries to the college through our main apprenticeship telephone line and email inbox.

Overseeing the onboarding of new apprenticeship candidates from booking confirmation through to their start on the course. Acting as the first point of contact for both the apprentice and their employer, maintaining regular contact, and providing key updates on progress.

Coordinating and facilitating apprenticeship enrolment sessions with candidates. This includes booking candidates onto enrolment sessions and keeping their employer informed.

Completing apprenticeship sign-up paperwork using e-signature software and working with Business Partnership Consultants to get paperwork completed face to face with customers when needed.

Working with the college's MIS team to ensure that apprenticeship sign-up paperwork is completed accurately and that it is compliant with apprenticeship funding rules.

Supporting Business Partnership Consultants with administrative tasks, such as scheduling appointments, fielding enquiries, and completion of paperwork.

Using college systems to keep accurate records of all key customer interactions and apprenticeship vacancies (e.g., CRM, GMFJ, UNITE, etc.).

Supporting the development and management of customer relationships to ensure high levels of customer satisfaction and quality standards.

Ensuring accurate collation and distribution of weekly and periodic reporting as requested.

Attending open days/evenings and other external events to provide general advice on apprenticeships to businesses, candidates, and parents.

General Requirements:

As a member of staff, the post-holder will be required to further the agreed aims of the College by participating fully in the following:

The first six months of your employment will be a probationary period, during which your suitability for the position to which you have been appointed will be assessed.

To participate in the scheme for appraisal and review of performance adopted by the College.

The provision of a high-quality environment for student learning and associated activities.

Student Welfare and Support Services.

To be responsible for promoting equality and diversity in line with College procedures.

The development of a flexible and responsive institution.

To act responsibly in using resources including contributing and complying with efforts and initiatives to reduce carbon emissions.

To maintain the highest standards of professional behaviour at all times (including compliance with the staff Code of Conduct), with a positive and student focused approach.

College Promotional and Marketing Activities.

The safe and appropriate use of College equipment, premises, and property.

Health and Safety Procedures as laid out in the College Health and Safety Policy.

Staff Development Activities.

General College Developments.

All members of staff must be prepared for changes in their responsibilities and work.

The postholder will also be required to undertake such other tasks as the Principal from time to time may determine.

All members of staff are required as part of their duties to accept responsibility for safeguarding, Prevent and promoting the welfare of children and vulnerable adults.

PERSON SPECIFICATION

Apprenticeship Advisor

Ideally, the person appointed will have the following skills and experience:

Essential

- Strong experience of telesales, delivering excellent customer service and sales (in a business-to-business environment) resulting in achievement of targets to required timescales.
- Proven track record in outbound telemarketing and account management environment e.g., recruitment agency, call centre, etc.
- Present benefits and key features to effectively acquire new business.
- Persuasive with a proven track record of closing sales with customers over the phone
- Ability to plan, organise and work under pressure working to daily, monthly, and yearly targets.
- Self-motivated and personable – capable of working both as a team player and independently to meet agreed objectives.
- Strong communicator, within technical, commercial, or educational environments, with good analytical, diagnostic, and problem-solving skills and a polite, professional, and engaging style with customers
- Ability to create and maintain effective records and systems as well as the ability to negotiate and spot new business opportunities whilst remaining customer focussed.
- Ability to self-manage to achieve high performance through personal organisation, reliability, self-control in stressful situations; prioritise and manage own time effectively and work under pressure.
- IT literate – intermediate or above in Outlook, Word and Excel and experience of CRM systems.
- Ability to work across a range of departments to ensure accurate information is provided to customers in a timely manner.

Desirable

- Proven track record of an understanding of: Government funded projects especially: Apprenticeships; ESF projects; Jobcentre Plus contracts.
- Qualification / accreditation of one or more of the following: Advice and Guidance, Customer Service, Sales, Information Technology, Marketing.

The College is registered with the Disclosure and Barring Service and the successful applicant will be required to apply for a Disclosure at the enhanced level. If you apply for a job with vulnerable people when you know you are on a barred list, you could be fined or face a prison sentence.

Truro and Penwith College is committed to ensuring a culture of valuing diversity and ensuring equality of opportunities.

THE TRURO & PENWITH COLLEGE VISION

LOOK FURTHER REACH FURTHER GO FURTHER

OUR AMBITIONS

LOOK FURTHER

- **Aspiration:** Students gain the confidence and self-belief to set ambitious progression and career goals
- **Inspiration:** Students are inspired by interactions with staff, stakeholders and alumni

REACH FURTHER

- **Triumph:** Students exceed expectation and achieve their full potential
- **Talent:** Expert lecturers with a passion for teaching, learning and assessment
- **T&PC Magic:** exceptional facilities, enrichment and opportunities

GO FURTHER

- **Progression:** Students progress to competitive universities, apprenticeships and jobs that provide strong foundations for successful careers
- **Prosper:** Students develop the skills needed to flourish at university or in employment
- **Productivity:** Students gain the skills employers need, supporting the economy to thrive

OUR VALUES

Our values, chosen by staff and students, provide the foundations for a high-performing inclusive culture in which our ambitions can be realised.

WELLBEING

Looking after our own physical, social and emotional wellbeing; the most important foundation for a happy, healthy and prosperous future.

ENGAGEMENT

Taking full advantage of the opportunities available to us, both at college and beyond.

ASPIRATION

Wanting the best future for ourselves and having the self-belief that we can achieve it; looking beyond the horizon we may initially see.

RESPECT

Playing an active part in creating positive inclusive communities, where everyone is valued and respected.

