



Real Time Training Group

3 Bezant House, Bradgate Park View, Chellaston, Derby, DE73 5UH

Job Title: Learner Engagement Executive

Contract: Full time 9:00-5.30 Mon-Fri

Salary banding: £16k per annum plus bonus

Responsible to: Learner Engagement Manager

Job Summary: Required to ensure that the matching of applicants to vacancies is conducted with the highest standards of quality in mind and be the first point of contact for employer and applicant queries or issues.

Duties:

- 1) Use various assessment tools to help young people identify their interests, skills, aptitudes and abilities
- 2) Use a thorough telephone screening process to assess suitability for live vacancies as well as eligibility for apprenticeship funding
- 3) Assist applicants with writing CVs/application forms and developing interview skills
- 4) Ensure that advertised vacancy descriptions are written in relevant language to attract and encourage young people to apply.
- 5) Agree recruitment criteria with employer to ensure most appropriate candidates are put forward for interview
- 6) Fully contribute to the effective data management of the AV system, ensuring that all internal service standards are met.
- 7) Maintain employer and candidate databases to ensure accurate reporting of pipeline
- 8) Maintain constant communication with EEC/LEC to ensure cohesive approach to filling vacancies
- 9) Request feedback on every unsuccessful interview from the employer in order to inform and improve candidate application/performance
- 10) Ensure that candidates have full knowledge of the process, expectation, and potential outcomes and are fully equipped with relevant information in preparation for interview
- 11) Provide a responsive service to employers, supporting 'no show' interviews and late notice vacancy requirements

- 12) Support the LEC with research and appointment generation where appropriate
- 13) To carry out any other duties and responsibilities within his/her capabilities as reasonably directed by their manager
- 14) Promote equality and diversity at all times.
- 15) Maintain good working relationships with other colleagues and the directors
- 16) Maintain safe working practices and ensuring proper use of equipment.

PERSON SPECIFICATION

	Essential	Desirable
Qualifications		
Grade A-C GCSE in English and Maths (or equivalent)	✓	
An excellent standard of written communication	✓	
Safeguarding licence	✓	
Qualities and Attributes		
Excellent verbal communication skills	✓	
Confident and articulate telephone manner	✓	
Good attention to detail	✓	
Good problem solving ability	✓	
Ability to deal effectively and professionally with customer complaints	✓	
Natural rapport with young people	✓	
Good working knowledge of Microsoft packages, in particular Excel	✓	

This is a description of the job as it exists at present. All job descriptions are liable to variation in order to reflect any future role/organisational change. As a list of general duties, the above is not exhaustive. The work of the Company as a whole is expected to develop and the holder of the post will be required to work flexibly with colleagues, learners and clients to facilitate this development.

All post holders are expected to comply with the organisation policies and codes of practice in relation to Equal Opportunity, Inclusive Learning, Health & Safety and Quality Assurance.

Signed

Dated:

Name (printed)