



Job Description

Title: Customer Recruitment Specialist (Leicester)
Grade: 5
Hours: 37
Location: Hybrid/Leicester
Responsible To: Stakeholder Partnerships Manager

JOB SUMMARY:

We have an exciting opportunity to join our Business Development team as a Customer Recruitment Specialist for the Leicester region.

You will be responsible for recruiting and engaging learners and participants aged 18+ and support in the achievement of job, education, training and learning outcomes through our wider Futures offering.

You will support the business through leading in the development of strong stakeholder and community relationships with learners and Employers. and will be an essential part in our customer journey, supporting our customers who are looking for their next steps and career / learning journey. You will achieve this through building and maintaining effective rapport and relationships with customers, prospective customers and learners to ensure they are supported to achieve their learning and career goals.

The role requires you to demonstrate high levels of organisational and communication skills to manage, develop and grow internal and external relationships and you will be adept at working in a fast-paced, evolving and targeted environment, working effectively to coordinate the support required by our customers. The key measure of success in the role will be against the achievement of company and contractual KPI's.

Key objectives:

- To engage approximately 50 customers to Futures Skills courses and wider support each month
- To actively promote the work of Futures and the support available to residents
- To support on working with local employers to develop relationships and job opportunities for customers
- To build strong relationships with stakeholders including VCSE's and other support services.

ROLES AND RESPONSIBILITIES:

- Actively promote the Futures offer to all stakeholders, building a strong rapport with learners/customers within the Leicester region and promoting the opportunity and benefits further training, advice and guidance can offer.
- Lead on the development of community partnership networks to improve access to our services for learners/customers including harder to reach groups and those in most need of support and advice.

- Lead on the development of partnership relationships with a wide range of support services, signposting to services to overcome barriers and enable customers to enter and sustain a positive education, employment and training outcome.
- Support the Employer engagement function to expand the number of businesses supported to access Futures recruitment and Skills services.
- Use communication and coaching tools and techniques to provide information and advice to learners/customers with targeted needs in 1 to 1 and group settings using digital and non-digital means.
- Be actively involved with the distribution and promotion of all Futures service offerings ensuring all “active” courses are marketed including co-ordinating social media marketing to engage with stakeholders.
- Identify and meet with people who are not in education, employment, or training, to build trusting and professional relationships and engage with them through to successful enrolment and achievement including carrying out eligibility checks and initial assessments.
- Regularly follow up and track the learner/customer’s status and record accurately all outcomes, ensuring evidence is gathered in line with contract requirements.
- Actively participate in outreach work across a range of contracts including employer engagement.
- Participate in Futures job clubs.
- Gather customer feedback and case studies through a variety of methods.
- Maintain accurate digital records in a timely manner, optimising the use of IT, including reports and dashboards.
- Attendance at jobs fairs and community venues e.g. food banks, family hubs libraries, job centres to generate customer referrals.
- Work closely with Futures teams and the Customer Hub to ensure all customer’s needs are met.

FUTURES VALUES:

The role holder will maintain our company Values by: Having Passion, Making a Difference & Doing the right thing.

- Having a demonstrable **passion** for the Customer Experience and embracing change that will deliver benefits for the business and the customer.
- Generating ideas that have a positive impact on how we work to **make a difference**.
- Leading by example & **doing the right thing** by creating a positive working environment of inclusion, transparency, collaboration, and dedication.
- Committing to self-development by being open to coaching, mentoring and technical learning
- Supporting the development of others by sharing and transferring your knowledge and skills to nurture people and build great teams.

COMPANY POLICY

- To promote and uphold equal opportunities policy and procedures, actively promoting equality and seeking to challenge and overcome disadvantage and discrimination.
- To commit to and demonstrate behaviors based on the Company Values.
- To develop and maintain own professional knowledge, skills, and experience, including formal training, CPD and networking with fellow professionals. Incorporating self-reflection to improve practice.

- To ensure a personal commitment to Customer Excellence to help our customers in the best way possible and support our Company's reputation
- To comply with safeguarding requirements in accordance with legislation and policy.
- To ensure the exchange of relevant information between partners takes place, ensuring the customer/client has given consent and that data protection requirements are complied with.
- To undertake any necessary administrative/IT duties or in line with role.
- To comply with IT Policies and requests to update systems. Comply with the General Data Protection Regulations (GDPR) Policy in handling data
- To take reasonable care for the Health & Safety of him/herself and of other persons who may be affected by his/her activities and, when appropriate, to safeguard the Health & Safety of all persons under his/her control and guidance in accordance with the provisions of Health & Safety Legislation.
- To undertake any other duties, which may reasonably be regarded as within the scope and responsibilities/grade of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms.

PERSON SPECIFICATION

Assessment Key

CV = Curriculum Vitae - Iv = Interview - C = Certificates

(E) = Essential, (D) = Desirable

Method of Assessment	CV	Iv	C
Education			
GCSE or Equivalent Maths and English (D)	✓		✓
Qualified to Level 2 Information, Advice and Guidance or willing to work towards (D)	✓		✓
Experience & Knowledge			
Experience within a sales/IAG oriented business and of working within a performance driven environment (E)	✓	✓	
Demonstrates excellent communication and understand its importance in both customer relationships and teamwork (E)	✓	✓	
Experience of working in a customer facing environment (E)	✓		✓
Highly self-motivated, proactive and enthusiastic with a can-do attitude (E)	✓	✓	
Knowledge of the labour market, wider provision and stakeholders local to the area in which you are applying (D)	✓	✓	
Knowledge and understanding of the barriers and issues affecting unemployed customers, particularly those facing multiple barriers and intersecting support needs. (D)	✓	✓	
Willingness and ability to take decisions and to exercise sound judgement, particularly with regard to safeguarding vulnerable customers. (D)	✓	✓	
Skills & Ability			

Good communicator with the ability to persuade, influence and listen to others (E)	✓		
Ability to build rapport quickly and adapt to customer needs (E)	✓	✓	
High level digital literacy skills, and data accuracy skills, including strong working knowledge of Microsoft Office applications and web-based communication technologies (E)	✓	✓	
Experience of working independently demonstrating excellent time management and prioritisation skills (E)	✓	✓	
Attitude & Values			
Flexibility and willingness to change work schedule and work unsocial hours where necessary. (E)	✓		
Company Requirements			
Committed to ensuring that all practice and engagement with others is free from discrimination and adheres to equal opportunities legislation and organisational policies (E)	✓	✓	
Collaborative and team player (E)	✓	✓	
Possesses a 'can do' attitude and approaches challenging situations in a positive and enthusiastic manner (E)	✓	✓	
Understands the need to have a flexible approach to working requirements (E)	✓	✓	
Vehicle owner/full driving license holder or able to travel to and from various locations across Leicester and Leicestershire (E)	✓	✓	✓