

## Role Profile

<b>Job Title:</b>	Placement Liaison Officer
<b>Department:</b>	Apprenticeship Preparation Programme (APP)
<b>Responsible to:</b>	Programme Manager – APP, Maths & English

### Main purpose of job:

To work alongside employers who are providing high quality work experience and apprenticeship vacancies, in line with our Apprenticeship Preparation programme requirements.

### Main Duties:

- To work effectively with the Placement Account Manager to support with new and existing leads ensuring relevant information is shared including but not limited to; – Learner aspirations, suitability, geographical location and programme commitments.
- Utilise effective employer engagement strategies to ensure employers remain engaged and retained in supporting learner progression and suitability.
- To work with and support the wellbeing of learners within the workplace setting. Aligned to this will be the need to ensure that employers continue to understand their role, work effectively with colleagues resulting in a successful learner placement/achievement.
- To work closely with the Account Management Team to ensure that feedback is communicated, and placements are best utilised, taking into consideration work experience, work trials and possible apprenticeship opportunities.
- To match learners to opportunities generated by the Placement Account Manager in accordance with needs, aspirations, objectives and the results of initial assessment, thus enabling them to be better prepared for work, with the end intention of work experience turning into apprenticeship and job opportunities.
- Carry out Day 1 sign up with Learner and employer (learner /employer work placement training agreement) and agree on Learner Company Induction.
- Be actively involved in preparing learners for work experience through support sessions, in a group setting or on a 1 to 1 basis.
- To regularly review learner progress within the work placement and maintain a level of learner contact, support and IAG throughout the programme, commensurate with individual needs for continued engagement and success in all aspects of their programmes.

## Where your future matters



- Assist learners with successful progression planning, managing the process of leavers and transition, effectively and regularly tracking learners to monitor destinations, update progression data and drive the achievement of targets.
- To engage effectively with colleagues and employers, to ensure comprehensive and accurate information is communicated regarding learner's progress, achievements and support needs including liaising with parents and guardians.
- To maintain appropriate learner attendance records that meet company standards and external requirements and to provide relevant statistics as directed to support performance.
- Monitor Health, Safety and Safeguarding during work experience, acting promptly regarding any concerns.
- Take lead on any learner concerns, supporting the employer and ensuring necessary action where appropriate.
- To facilitate customer feedback, encourage the learner voice and completion of surveys in order to collate valuable evidence that will contribute in the development and delivery of the department Self-Assessment Report and Quality Improvement Plan in the pursuit of continuous improvement towards excellence.
- To undertake any other duties required as deemed necessary by the department manager or a member of the leadership team

<b>Signed by Employee</b>	<b>Date:</b>
---------------------------	--------------

## Where your future matters



## Person Specification

**Job Title:** Placement Liaison Officer  
**Department:** Apprenticeship Preparation Programme (APP)  
**Responsible to:** Programme Manager – APP, Maths & English

Criteria	Essential requirements	Desirable requirements
Knowledge & Qualifications	<ul style="list-style-type: none"> <li>• Possession of or willingness to work towards a Level 2 in Information, Advice and Guidance qualification.</li> <li>• Possession of or willingness to work towards a Level 3 Preparing to Teach qualification.</li> <li>• Maths , English and ICT qualification at least Level 2 or equivalent</li> <li>• Full UK driving licence and access to a vehicle.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge and understanding of Government funded provision in the Traineeship area.</li> <li>• Knowledge of Government funded external audit processes and documentation.</li> <li>• Knowledge of local employer networks &amp; labour market information.</li> <li>• Knowledge of engagement strategies to recruit, retain &amp; progress customer group.</li> <li>• Knowledge of opportunities for progression within the locality.</li> </ul>
Skills & Relevant Experience	<ul style="list-style-type: none"> <li>• Experience of influencing people in a working sales/ recruitment environment.</li> <li>• Strong &amp; effective customer service skills.</li> <li>• Interpersonal skills &amp; ability to communicate with customer group, other stakeholders and external partners.</li> <li>• Works well as part of a team &amp; strongly supports others.</li> <li>• Ability to use and set SMART Objectives in Learning Plans &amp; Reviews.</li> <li>• Ability to effectively using Influencing &amp; negotiating skills to procure service/opportunity.</li> <li>• Ability to understand &amp; effectively manage learner behaviour.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working with employers in a work placement or work trial scenario.</li> <li>• Experience in working with young people aged 16-19.</li> <li>• Strong experience of working with vulnerable client groups engaging &amp; retaining them in a learning process using IAG.</li> </ul>

## Where your future matters



Criteria	Essential requirements	Desirable requirements
	<ul style="list-style-type: none"><li>• Ability to exercise patience &amp; empathy.</li><li>• Ability to meet targets and deadlines.</li><li>• Ability to be responsive &amp; be flexible to meet needs of learners &amp; employers.</li><li>• Organisation, time management &amp; administration skills.</li><li>• Active listening skills and interview techniques.</li></ul>	
Behaviours	<ul style="list-style-type: none"><li>• Demonstrates highly effective engagement and communication skills in the handling and management of customer and applicants enquiries.</li><li>• Demonstrates strong positive customer focused behaviours which enable the development of strong customer relationships.</li><li>• Demonstrate collaborative team based behaviours which promote and support highly effective team working across the department.</li><li>• Demonstrate inquisitive and constructive challenging behaviours in identifying potential business opportunities and acting accordingly.</li></ul>	<ul style="list-style-type: none"><li>• Demonstrates open, honest and supportive behaviours which are in alignment with the Company's Core values.</li><li>• Demonstrate strong focused behaviours in ensuring a healthy and safe working environment.</li></ul>

## Where your future matters