**Job Description:**

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| **Post:** | ***Account Manager*** |
| **Salary Grade:**  **(Fixed Point)** | *Grade 4 Point 15 – FTE £25,812.25 per annum* |
| **Responsible to:** | *Manager for Work Based Learning* |
| **Responsible for:** | *Employer relationships* |

**Key Purpose:**

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| **1** | Delivery outstanding employer account management for all aspects of employer relationships for the College to deliver an outstanding curriculum |
| **2** | To lead on the development of work-based opportunities for all aspects of curriculum and apprenticeship delivery |
| **3** | To achieve income targets set at the start of each year for apprenticeship growth and to meet targets for other work-based |
| **4** | To lead on all aspects of adherence with regard to insurance and health & safety checks on work-based settings |
| **5** | To maintain databases and CRM systems for strong recording of employer relationships |

**Key Responsibilities and Accountabilities:**

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| **A** | Develop and deliver an outstanding employer account management service in the designated curriculum areas of specialism |
| **B** | Lead on external activities for growth in new employer recruitment to ensure the College meets all its work-based income and student opportunity targets |
| **C** | To be the single point of contact with designated employers and curriculum areas to actively create work-based opportunities to meet college’s strategic aims |
| **D** | Develop and deliver an end-to-end service for apprenticeship opportunities from creating opportunities to recruitment of apprentices |
| **E** | Complete employer TNAs and all learner related documentation including government site registration, initial assessments and enrolments and ensure timely completion and accuracy |
| **F** | Liaise with Work Placement Mentors to source work-based opportunities when required |
| **G** | Negotiate, compose and prepare contracts and funding plans for customers |
| **H** | Liaise with Adult education area for AEB training opportunities for new and current staff |
| **I** | Support the development of the Employer Voice through recruitment of customers to Partner Boards |
| **J** | Contribute to tutorials as and when required to support all work-based opportunities |
| **K** | Complete appropriate sales activities to develop new employer opportunities, including telesales campaigns, face to face meetings and social media |
| **L** | Provide accurate and timely sales forecasts for future engagements and qualify each lead with a RAG rating assessment and follow up activity timetable |
| **M** | Maintain up-to-date records using databases/CRM and ensure administrative duties are adhered to regarding insurance and health & safety |
| **N** | Represent the college at a range of internal and external networking events to promote the college as a provider of choice including the college business breakfasts |
| **O** | Support the Internal Quality Assurance processes of the College in line with your job role and qualifications |
| **P** | Ensure a strong and efficient response to employer queries and complaints |
| **Q** | Any other duties related to employer-facing provision as directed by your line manager |

**Cross-College Responsibilities and Accountabilities:**

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| **1** | Participate in performance management and professional development activities as required. |
| **2** | Value and promote diversity and equal opportunities. |
| **3** | Work within health and safety guidelines and be aware of your responsibilities for health and safety. |
| **4** | Fully support and adhere to the College approved strategies, policies and procedures. |
| **5** | Be responsible for safeguarding and promotion of the welfare of children, young people, and vulnerable adults. |
| **6** | Support the College’s quality initiatives, promoting the values of the College and ensuring that this meets quality standards |
| **7** | Provide the best possible service to customers (both internal and external) in line with College standards. |
| **8** | Responsible for Student Success Rates, Retention, Attendance and Achievement |

This job description is current as at the date shown below.

In consultation with you, it is liable to variation by management to reflect or anticipate changes in or to the job. You are liable to undertake such other duties as may reasonably be required of you, commensurate with your grade, at your initial or present place of work or at any other of the College’s operational sites.

**Person Specification**

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|  | **QUALIFICATIONS & TRAINING** | **Essential** | **Desirable** |
| i | Qualified at Level 2 for English and Maths | E |  |
| ii | Qualified to level 3 and/or relevant professional qualification | E |  |
| iii | Leadership and management qualification |  | D |
|  | **KNOWLEDGE, EXPERIENCE & UNDERSTANDING (CURRENT)** |  |  |
| iv | Good knowledge of the complex FE/training environment, as well as future developments and priorities. | E |  |
| v | Proven experience of development of work-based learning activities within the FE sector | E |  |
| Vi | Proven experience of successful performance against sales and business development targets in a business-to-business environment, including a clear understanding of the solution sales process. | E |  |
| vii | Strong understanding of current Labour Market and employer/industry skills priorities. | E |  |
| viii | Good overall understanding of ESFA funding methodology, and basic understanding of commercial income, expenditure and contribution models. | E |  |
|  | **SKILLS & ATTRIBUTES** |  |  |
| ix | Possess a good standard of technical selling skills | E |  |
| X | Possess high standards and have excellent organisational skills, being able to prioritise workloads and deadlines. | E |  |
| xi | High level numerical, IT and verbal reasoning skills. | E |  |
| xii | Well-developed analytical and presenting skills. | E |  |
| xiii | Well-developed communication, influencing, negotiating and networking skills. | E |  |
| xiv | Strong ability to meet financial targets | E |  |
| xv | A strong commitment to learner success | E |  |
| xvi | To be able to efficiently travel across campus and to external employer and customer sites | E |  |

**Travel around**