

Real Time Training Group

Unit 2, Redwing Court, Willow Farm Business Park, Castle Donington, Leicestershire, DE74 2NN

Job Title:	Employer Engagement Executive	Hours of work:	Mon – Fri 9 am – 5.30 pm
Salary Package:	£16k plus performance related bonus	Location:	Peterborough
Responsible to:	Learner Engagement Manager	Responsible for:	N/A

Purpose of the role:

To successfully generate appointments for the Employer Engagement Consultant, and to stimulate employer interest in apprenticeship vacancies.

Main purpose and responsibilities:

- Make outbound calls using data provided with the aim of generating appointments and sales leads for the appropriate operational and sales staff to follow up.
- Respond to inbound queries in a timely manner, involving those necessary to meet the request
- Deal with customer complaints and escalate as necessary
- Conduct marketing campaigns to generate sector/industry specific leads in line with business needs
- Work as part of the team to make a positive contribution to business improvement
- Maintain constant communication with EEC to ensure smooth transition from generation to close.
- Maintain employer databases to ensure accurate reporting of pipeline
- Complete regular reporting activities to measure self and team against agreed targets.
- Use thorough product knowledge to inform employers of the benefits of apprenticeships and apprentice recruitment to their business
- Complete employer fact find via telephone in order to prepare the EEC for appointment to ensure best possible conversion rates.
- Use telephone networking to increase employer/vacancy referrals
- Adopt a tenacious but professional approach, acting as an 'ambassador' of RTT as the first contact with the employer.
- To carry out any other duties and responsibilities within his/her capabilities as reasonably directed by their manager
- Promote equality and diversity at all times.
- Maintain good working relationships with other colleagues and the directors
- 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	✓	
Resilient nature, able to overcome objections	✓	
Good working knowledge of Microsoft packages, in particular Excel	✓	

This is a description of the job as it exists at present as a list of general duties. The above is not exhaustive and is subject to variation.

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

Employee Signature:		Dated:	
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