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| **Job Title** | Enrolment Officer |
| **Reporting to** | Head of Employer Engagement, England |
| **Overall purpose & Scope of role** | The principal purpose of this role is to manage the efficient enrolment of learners onto Apprenticeship programmes, providing a high level of customer service. The role will involve engaging with learners and supporting employers both in person and remotely through the efficient management of relevant systems, ensuring that funding rules and compliance is adhered too. You will also be responsible for promoting our training provision through stakeholder engagement, including schools, employers and suitable networking events to identify new learners. |
| **Key duties** | **Growth:*** Responsible for the timely and effective enrolment of learners on to relevant apprenticeship provision, both in person and remotely
* Booking and conversion of learner referrals, from internal stakeholders including, business development, Operations and Traineeship teams.
* Engage with potential learners from a range of sectors and backgrounds to encourage participation on to relevant apprenticeship provision.
* Management and support of Apprenticeship Service systems, in line with funding rules and compliance
* Check all monthly payments for accuracy and ensure any errors are rectified.
* Key point of contact for Managers & employees in matters relating to the Apprenticeship Service Account.
* Identify and represent Aspiration Training at suitable employer and learner open days, events and exhibitions.
* Planning and effective scheduling of workload across agreed locations/areas.
* Deliver against a range of key performance indicators, resulting in agreed number of learner enrolments, accurate data management and stakeholder engagement events
* Undertake any other relevant duties as specified by your line manager.

**People:*** Conscientious and committed to supporting apprenticeship candidates and employers
* Passionate and driven in terms of delivering against set objectives, whilst maintain excellent level of customer service
* Working to the company values
* Ensure own CPD and professional competency is maintained

**Quality & Compliance:*** Ensure compliance with candidate eligibility for programme in line with funding guidelines
* Ensure CRM is used effectively to record and track activity
* Comply with the company’s equality and diversity, Safeguarding and Health & Safety policies

**Stakeholders:*** Establish and maintain strong, long-lasting relationships with all relevant stakeholders, both internal and external
* Promote a positive and professional image of the Company and all of the services it delivers
* Work closely with wider Business Development team members to maintain understanding of SME employer engagement activity
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| **Person Specification** | * Strong organisational and time management experience
* Proven and effective communicator, across all age groups and backgrounds
* Excellent presentation skills and ability to engage an audience.
* Competent in the use of technology with excellent IT skills
* Satisfactory Employment/Disclosure checks, commensurate to job role
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| **Knowledge, Skills, Attitudes and Behaviours required for the role:** |
| **Criteria** | **Indicators** |
| Knowledge & Experience | * Previous exposure to apprenticeships desirable
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| Desirable Qualifications | * Level 2 Customer Service qualification
* Information Advice & Guidance
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| Skills | * Planning and organising
* Influencing
* Communication and presentation skills
* Key account management
* IT and CRM management
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| Behaviours & Attitudes | * Motivating & Engaging
* High energy and enthusiasm
* Pragmatic approach to problem solving
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| **Responsibilities:** |
| * To adhere to ATL's Code of Conduct, policies and procedures at all times
* To demonstrate and uphold ATL's values at all times
* To demonstrate a commitment to safeguarding and to promote the safety and welfare of all stakeholders
* To maintain the responsibility of data protection, ensuring an awareness of all Company policies and procedures relating to data protection and to adhere to any instruction(s) given pertaining to this.
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| I have read, understood and accept that this job description accurately describes my role, responsibilities and competency requirements. |
| **Name** |  |
| **Signature** |  | **Date** |  |