

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Employer Relationship Manager - Apprenticeships</b>	<b>Grade:</b>	<b>SG7</b>
<b>Department:</b>	<b>Marketing and External Relations</b>	<b>Date of Job Evaluation:</b>	<b>May 2024</b>
<b>Role reports to:</b>	<b>Project Lead, Apprenticeships Engagement Programme</b>		
<b>Direct Reports</b>	<b>None</b>		
<p>This role profile is non-contractual and provided for guidance. It will be updated and amended from time to time in accordance with the changing needs of the University and the requirements of the job.</p>			

### **PURPOSE OF ROLE:**

The University of Greenwich has been awarded funding from the Office for Students (OfS) to:

- Grow capacity and capability to deliver high quality degree apprenticeships provision with low uptake/priority areas
- Address equality of opportunity in relation to Level 6-degree apprenticeships
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This is an exciting new role to support the OfS funding commitments on a fixed term contract for 12 months (July 2024 – July 2025). Secondments will also be considered.

Reporting to the Project Lead for the Apprenticeships Engagement Programme, this role will focus on employer engagement and business development along with working closely with academic faculties and directorates to develop sustainable employer relationships.

## **KEY ACCOUNTABILITIES:**

### **Business Development**

- Identify potential opportunities to engage employers within the agreed target areas with the aim of increasing the uptake of apprenticeships as specified within the OfS funding agreement
- Identify where existing employer relationships across the university can be leveraged to engage and meet the apprenticeship commitment to the OfS requirements
- Identify and engage key staff within companies to cultivate effective partnerships
- To meet with employers, present and attend events and conferences to promote the universities apprenticeship programmes
- To meet learner target numbers to support in meeting the OfS commitments in addition supporting the wider university strategic priorities
- To work with a range of stakeholders across the University (particularly within Apprenticeships and Employability, Faculties and Marketing and External Relations) to determine the ongoing needs of the University around apprenticeships

### **Relationship Management**

- To work in collaboration with the Apprenticeship and Employability Directorate to support the governance and compliance when onboarding new and existing employers and apprentices
- To work in collaboration with the Partnership Hub to ensure a joined-up approach to engaging partners/employers
- To build and maintain strong relationships between employers and internal stakeholders to ensure the university meets employer expectations and satisfaction that aims to support learner retention and longevity of the employer relationship that may also benefit other services across the university
- Resolve employer complaints quickly and effectively
- Conduct regular market and competition research to help the university adapt to the needs of its employers specific to the need of apprenticeships
- To identify and communicate potential risks in relation to employer activity

### **Reporting**

- To report on employer engagement as well as the outcomes and impacts of this work
- To meet team objectives in relation to the volume, quality and scope of employer relationships
- To establish and maintain employer engagement plans, identifying key milestones and critical paths to support effective project reporting

### **People and Leadership**

- Champion the OfS Degree Apprenticeship Programme across the organisation
- Promote an energised culture focused on collaborative working

**Generic:**

- Responsible for supporting the Marketing and External Relations Directorate to deliver the apprenticeship elements of University of Greenwich Strategy 2030
- Marketing and External Relations Directorate Business Strategy and KPIs
- To act as the subject matter expert, advisor and lead ambassador for the university's position on apprenticeships
- Act as a leader and demonstrate the University's shared values (Inclusive, Collaborative, Impactful)
- Excellent at identifying and connecting with viewpoints and experiences outside of the conventional majority

**Managing Self:**

- To be self-motivated with the ability to work under pressure
- To work with others with tact and diplomacy
- To manage own workload in accordance with evolving priorities

**Core Requirements:**

- Adhere to and champion the University's policies on Equality, Diversity and Inclusion and Information Security
- Ensure compliance with Health & Safety and Data Protection Legislation
- Support and promote the university's Sustainability policies, including the Carbon Management Plan, and carry out duties in a resource efficient way, recognising the shared responsibility of minimising the university's negative environmental impacts wherever possible
- Adhere to current legal requirements and best practice relating to digital content and accessibility, including Web Content Accessibility Guidelines when creating digital content

**Additional Requirements:**

Undertake any other duties as requested by the line manager or appropriate senior manager, commensurate with the grade.

This is a professional, demanding role within a complex organisation with an ambitious strategic plan and agenda for change. The role holder will be expected to show flexibility in working arrangements, including working hours, to ensure that the team delivers the required level of service.

**KEY PERFORMANCE INDICATORS:**

- These will be set and agreed with the line manager, following appointment and then reviewed periodically.

**KEY RELATIONSHIPS (Internal & External):**

- Director of Marketing and External Relations and the Senior Leadership Team
- Employability and Apprenticeships Directorate
- Faculty Deputy Deans and Faculty Operating Officers
- Directors of Professional Services
- Heads of Schools and academic experts
- Colleagues with apprenticeship and employability responsibilities

<b>PERSON SPECIFICATION</b>	
<b>Essential</b>	<b>Desirable</b>
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of positively engaging large and small organisations</li> <li>• Experience of business development</li> <li>• Experience of managing a contractual strategic relationship</li> <li>• Experience of project management</li> <li>• Experience of working collaboratively with colleagues from other parts of an organisation without having formal line-management responsibility</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Aptitude for fostering positive relationships</li> <li>• A computer literate with the ability to use MS Office and a wide range of relevant software tools to a high standard</li> <li>• Able to prioritise and independently deliver a demanding workload under pressure and to tight deadlines</li> <li>• Ability to set and achieve challenging targets, holding oneself and others to account</li> <li>• Excellent interpersonal and negotiation skills</li> <li>• Excellent written and oral communication skills</li> <li>• Ability to learn new skills and adapt to new ways of working</li> <li>• High-level of attention to detail</li> <li>• Ability to remain calm and professional under pressure</li> <li>• Ability to approach problems in a logical manner and seek creative solutions</li> </ul> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Educated to degree level or equivalent experience</li> </ul>	<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Experience of developing and managing employer relationships in or with higher education or an equivalent field</li> <li>• Experience and understanding of apprenticeships and the process for both learners and employers</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Understanding of the concept of continuous improvement</li> </ul> <p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• Postgraduate study in a related field</li> </ul>

**Personal attributes**

- We are looking for people who can help us deliver the [values](#) of the University of Greenwich: Inclusive, Collaborative and Impactful

**Personal attributes**

- N/A