

Apprenticeship Partner / Account Manager – Rugby

Description

As an Apprenticeship Partner, you will be responsible for supporting both new and existing clients with all aspects of the apprenticeship programme. Working to meet apprentice enrolment and progression targets, you will help businesses fill apprenticeship vacancies and upskill existing staff. You will act as a key liaison between employers, learners, and internal teams, maintaining strong relationships and ensuring high-quality engagement throughout the learner journey. You will combine proactive sales and account management with support for learners and employers, ensuring compliance with funding guidance and Ofsted expectations, while contributing to our company's strategic growth.

Responsibilities

Responsibilities include:

- Proactively target prospects and existing customers for new business cross sell and upsell opportunities
- Position our apprenticeship services using a consultative approach
- Manage employer accounts with high levels of service, regular communication, and responsiveness
- Understand clients' business objectives and future workforce plans to align apprenticeship opportunities
- Build and maintain client and learner relationships to secure repeat business and referrals
- Maintain and update accurate data and dialogue reports into the CRM database and other sales systems
- Raise incentive payments and invoices promptly
- To understand and effectively use the company's compliance policies to assist educators work with employers to ensure successful learning outcomes for apprentices
- Complete pre-enrolment checks: BKSb assessments, KSB documentation, and prior attainment reviews
- To work closely with the marketing Team to generate small personal micro marketing campaigns and effectively follow up and repost on results
- Promote apprenticeship programmes to both employers and learners, including attending career events
- Support learners with quality CIAG (Careers Information, Advice and Guidance) throughout their programme
- Assist employers in setting up and linking their Apprenticeship Service accounts
- Ensure timely submission of learner, mentor, and employer feedback questionnaires
- Adhere to all internal policies and procedures, especially those relating to safeguarding, EDI, GDPR, and health & safety
- Undertake onboarding and enrolment processes where needed
- Respond promptly to NAS and partner referrals and learner applications
- Perform additional duties as reasonably required by your manager

Person Specification

Candidates without a particular qualification which we have listed as 'essential' need not be discouraged from applying if they are willing to undertake appropriate training in-post.

Hiring organization

Heart of England Training

Reference: HO-AP-0725

Salary: From £25,000 OTE £31,000

Please download a copy of the Application form and full Job Specification here to submit your application –

[Application for Employment](#)

[Job Description – Apprenticeship Partner](#)

Please send CV and Application Form (download this), make sure this outlines how you meet the person specification of the job description to careers@hoet.co.uk

Closing Date: 12th September 2025

Job Location

Rugby

Experience –

Desirable –

- Industry-related sales experience
- Account management experience

Qualification –

Essential –

- 5 GCSEs (or equivalent) including English
- Level 3 Information, Advice and Guidance (IAG)

You will need to:

- Maintain personal and professional development and CPD to meet awarding body and contract requirements, and the changing demands of the job
- Undertake the duties described in this job description in a manner that promotes equality of opportunity, dignity and due respect for employees, learners and other contacts and is consistent with the company's equal opportunities policy
- Be aware of and follow the guidelines issued by DCSF under the Every Child Matters Policy
- Present a good image of Heart of England Training in all contacts and to maintain constructive relationships

This role will require a commitment to safeguarding and the postholder will undergo training for health and safety, safeguarding prevent and EDI (Equality, Diversity and Inclusion) and GDPR.

Job Benefits

Job Benefits:

- We will offer you full training and support
- Monday-Friday, 9:00am-4:30pm working hours (FT)
- 33 days holiday allowance (FT inc bank holidays) rising to 38 days after 'time-served' period (PT holidays Pro Rata)
- Health care scheme
- Company pension scheme
- Christmas shutdown
- Annual company events
- Hybrid optional after 6 months probation (1 day per week)