

Job Description – Apprenticeship Account Manager

Contract type: Permanent

Location: Head Office/Academy Based

Department: Marketing and Recruitment

As an Apprenticeship Account Manager, you will be required to support businesses with all aspects of the apprenticeship programme. Working towards apprentice enrolment targets, you will support your business customers with filling their apprenticeship vacancies and upskilling their current staff through the apprenticeship programme. It is an account manager's responsibility to address customers' needs and concerns as quickly and effectively as possible to develop and maintain strong relationships.

You will ensure that strong employer and apprentice relationships are built and maintained through regular, high-quality communication. You must give all customers the standard of recruitment and induction in line with quality systems and Ofsted expectations, to meet contractual requirements.

You should advise and provide a high standard of CIAG (Careers Information Advice and Guidance) to motivate and support apprentices throughout the duration their programme. All professional development targets set should be achieved within the agreed timescales.

Apprenticeship Account Manager Responsibilities

- To promote and advise on Heart of England Training's programmes to employers by direct marketing of the company's products
- To identify opportunities for work experience and voluntary work for learners
- To ensure that all potential employers are assessed according to Health and Safety/safeguarding/equality, diversity and inclusion requirements prior to work experience/voluntary work taking place or full-time apprenticeship enrolment commences and reviewed as per employer workplace risk band
- To liaise with employers (new and existing) regularly to manage the employer account and where possible meet the needs of the employer
- To communicate regularly with educators and to agree actions where they request support. This will usually be in the form of communicating swiftly and effectively with employers where intervention is required to support apprentices to achieve. These interventions must be documented as per company policy
- To liaise with learners and employers on a regular basis to ensure the learner progresses on target through their programme and to address any issues/barriers to learning
- To ensure that all company policy and procedures are adhered to
- To complete pre-enrolment activities to assess programme suitability. To include: BKSB, KSB documents and assessing prior attainment levels of the learner
- To complete enrolment paperwork in line with the ESFA guidance, ensuring that the evidence pack is fulfilled
- careers events

- To create and upload relevant items from the evidence pack to the learner and employers portfolio accounts
- To support employers with the set up and linking of the Apprenticeship Service account
- To ensure that all learner, mentor and employer questionnaires are completed as per the company policy
- To ensure that incentive payments and invoices are raised within the appropriate timeframe
- To ensure that forecasting records are kept up to date with new accounts/business
- To work in conjunction with the internal business development advisor to meet company objectives and targets
- To meet deadlines for responding to NAS and partner referrals and learner applications in a timely and appropriate manner
- To provide learners with CIAG throughout the duration of their programme and support them in gaining a positive progression destination on the conclusion of their learning programme
- To conduct learner progress reviews with employers, identifying workplace developments and gaining feedback from the employers. (Hairdressing and Beauty Therapy only)

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.

Experience		
Description	Essential	Desirable
Industry related, sales experience	X	
Experience with administrative work activities	X	
Account Management experience		X
Qualifications		
Description	Essential	Desirable
Full Driving licence	X	
5 GCSES or equivalent, must include English and Maths grade C or above	X	
Level 3 IAG qualification (Information, Advice and Guidance)	X	
IOSH	X	
Recruitment related qualification		X

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 all 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 KCSIE Policy
- Present a professional image of Heart of England Training in all contacts, and to build and maintain strong relationships
- The precise description and nature of your job may be varied from time to time and you may be required to carry out other duties as necessary to meet the needs of the Company

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