

JOB DESCRIPTION

Kickstart Scheme job placements are only available for Universal Credit claimants who are eligible for the scheme.

Applicants must apply through their Work Coach

Job Profile

This will be a varied and fast paced role, with a combination of inbound and outbound contact with employers, staff and those looking for work. The main objective of the role is to promote the services at North Wales Training and matching employers to suitable candidates to create job opportunities.

Inbound Calls

Handle enquires from customers, clients, and partners, ensuring that a friendly and professional image is represented at all times.

Explore the needs and requirements of everyone you speak with, ensuring that any opportunities to promote our services is taken.

Outbound Calls

Contact businesses with a view to understanding their needs, offering our support and promoting the services that we provide.

Identify opportunities for securing work experience placements, job opportunities, recruitment requirements and training delivery in line with ongoing and varied campaigns.

Contact applicants for our active vacancies with a view to creating a shortlist for employers to interview.

Book appointments (remote at the time of writing, face to face when safe) for senior staff to complete sales presentations and enrolments of learners onto programmes.

Email & social media Follow Up

Contact people who have reached out requesting information about our services and courses via the website, social media channels and via email.

Provide information and guidance on services as requested, signposting to other departments and organisations as appropriate.

Ensure that all enquiries are followed up in a timely manner and that each opportunity is fully explored and recorded.

Knowledge and Network

Match suitable candidates with relevant employers, operating a 'best fit' mentality when managing vacancies.

Work to develop an in-depth knowledge of the industries we work in to become an trusted advisor to our clients.

Take responsibility for, and be held accountable for the security, condition, and the upkeep of your working environment including public areas, classrooms, workshops and all equipment used in the course of your employment.

Ensure the integrity, security and confidentiality of information used as part of your role and prevent access to it by unauthorised persons by both internal and external means.

Manage and record your own professional development in line with the Company's Business Plan and Staff Development Plan.

Promote Equal Opportunities in line with Equal Opportunities Policy.

Ensure that all matters relating to Health and Safety are carried out in line with Company Policy and current legislation.

Assist in the Self-Assessment process and the achievement of the resulting action plans within your role as Administration Assistant.

As appropriate to your role you will work to the Common Inspection Framework, ISO: 9001:2015, Investors in People, ISO 27001 and other quality standards as required by the company and its partners.

Undertake other duties as deemed appropriate at the discretion of the Managing Director.

Person Specification

Skills and Knowledge

- Confident with making telephone calls and proactively able to structure a telephone-based conversation, making people feel at ease
- Excellent listening skills
- Exceptional communication skills, both written and verbally
- Fully IT literate
- Experienced with full Microsoft suite, in particular Outlook, Word, Excel
- Working knowledge of social media, email, and messaging platforms

Hours: 25 (between 9 – 5, Monday – Friday)

Contract length: 6 months