

# Job Description

This role is fully funded by the European Social Fund.

<b>Role Holder:</b>	Skills Adviser (SMART Skills)		
<b>Date Updated:</b>	4 Sep 20	<b>Version:</b>	1.1
<b>Working Location:</b>	Various across Devon including remote working and Plymouth office		
<b>Reports to:</b>	Partnership and Engagement Manager		

## 1. Job Description

### 1.1 Job Purpose

- Provide a professional information, advice, guidance and brokerage skills development service for SME businesses
- Complete a holistic Training Needs Analysis which is individual to the business which has a specific focus on skills and promoting apprenticeships

### 1.2 Responsibilities

1. Provide a high-quality customer service function to businesses and stakeholders to enable fluidity of brokerage function and that helps businesses to thrive through staff development, business efficiency and talent nurturing
2. Supporting businesses to complete a Training Needs analysis and provide impartial, professional careers advice tailored to the need of the business
3. Identify and engage key intermediary partners and employers that have the potential to directly or indirectly work with the Skills hub
4. Signpost businesses to other support agencies that could help their business to achieve more.
5. Actively promote skills and apprenticeships to employers explaining the benefits
6. Support customers to use LMI/market intelligence to enhance their business
7. Measure the impact of the service through gathering feedback and use this enhance the offer for employers and stakeholders in future.
8. Promote and provide Good News content through Marketing and LMI Coordinator
9. Achieve agreed targets supporting businesses whilst promoting apprenticeships and skills
10. Provide knowledgeable responses to enquiries from participants and businesses whilst linking into other campaigns such as Apprenticeships, skills and LEP reports
11. Identify and support businesses with skills gaps, barriers to growth or areas of underperformance
12. Link employers to a range of services which could support their business growth and provide effective business tools
13. Support colleagues within the team by sharing knowledge and expertise
14. Provide feedback to CSW to inform continuous improvement
15. Identifying new opportunities from discussions with partners to feed into Business

Development function.

16. To negotiate and review with your line manager personal objectives, outcomes & training needs within the staff performance, appraisal and development scheme and take responsibility for personal professional development;
17. Record interactions with external stakeholders using company CRM system
18. Work closely with Partnership & Engagement Manager, Marketing and LMI Coordinator, Business Development Manager, other Partnership Managers, Contract Managers and Operations Manager to develop a targeted Partnership & Marketing Plans

## 2. Person Specification

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### 2.1 General

- Prepared to work flexible hours
- Must have the ability to travel within an agreed geographical area to carry out this role
- The commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults

### 2.2 Skills

#### **Essential Skills/Experience**

- Worked within the skills support for SME sector
- Exceptional customer service experience
- LMI/market intelligence knowledge
- Caseload management and organisation
- The ability to be proactive with a 'hands-on can do' attitude, to use your own initiative as well as being able to work as part of a team.
- The ability to form relationships, communicate clearly & confidently, working effectively with colleagues, partners and other stakeholders.
- Personal confidence and resilience
- Commercial and Emotional Awareness

#### **Desirable Skills/Experience**

- Excellent writing, research and ICT skills to include, Microsoft Word, Excel, presentation software and CRM databases
- Project work