

GROUNDWORK

CHANGING PLACES

CHANGING LIVES



European Union
European
Social Fund

PERSON SPECIFICATION

JOB TITLE: Employer Liaison Officer Northern Directions

Factor	Criteria No	Criteria	Ranking	Criteria to be tested by...					
			(Essential / Desirable)	Application Form	Interview	Presentation	Practical Exercise	Work Simulated Test	Certificate
Education & Qualifications	1	Good standard of education to GCSE equivalent at Level 2, particularly in English and mathematics	E	*					
	2	Minimum Information Advice & Guidance Level 3	E	*	*				*
Experience	3	Substantial relevant experience of support brokerage or information and advice work or other relevant experience	E	*	*				
	4	Proven experience of working with employers and referral agencies	E	*	*				
	5	Experience of marketing, communications, external liaison and presentation work	E	*	*				
	6	Experience of working collaboratively with other organisations	E	*	*				
	7	Proven experience of successfully achieving programme performance targets	E	*	*				
	8	Proven experience of using systems to record information and generate reports	E	*	*				
	9	Proven experience of employer account management and retention	E	*	*				
	10	Good IT skills: confidence in using all functionality within Excel and Word for creating and formatting documents; using the internet, email and outlook calendar.	D	*	*				

	11	Experience within the training/skills market (provision and gaps) and relevant qualifications	E	*	*				
Knowledge	12	Health & Safety and Equal Opportunities legislation and practices	E	*	*				
	13	Knowledge of the framework of training and development delivery	D	*	*				
	14	A sound understanding of the Employability Agenda both nationally, regionally and locally	E	*	*				
Personal Skills	15	Ability to work on own initiative, taking responsibility for achievement of identified programme performance targets.	E	*	*				
	16	Good communication skills (both written and verbal) to support the achievement of the programme objectives and to deal with a diverse range of people.	E	*	*				
	17	Ability to handle multiple priorities and cope with responsibility and high pressure	E	*	*				
	18	Effective sales, negotiating and influencing skills	E	*	*				
	19	An ability to understand customer needs and work to exceed them	E	*	*				
	20	An ability to manage excellent relationships linked to GWKNE business delivery and growth.	E	*	*				
	21	Enthusiastic and self-motivated with a commitment to achieve success.	E		*				
Additional Requirements	22	Prepared to undertake occasional work out of hours	E		*				
	23	A commitment to Equal Opportunities and Diversity in all work practices	E	*	*				
	24	Current driving license and the use of a car	E	*					
	25	An appreciation and commitment to Health and Safety issues in the workplace	E	*	*				