

GROUNDWORK

CHANGING PLACES

CHANGING LIVES



**NORTH
OF TYNE**
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**COMBINED  
AUTHORITY**



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## JOB DESCRIPTION

**JOB TITLE:** Employer Liaison Officer – Northern Directions

**REPORTS TO:** Performance Lead

**RESPONSIBLE FOR:** No direct reportees

**LOCATION:** North of Tyne

**PRIORITY CONTACTS:** Employers, Jobseekers

**SALARY:** Circa £25,000 per annum

### JOB SUMMARY

Working as a member of the Youth, Employment & Skills Team the post holder will be responsible for matching long term unemployed young people with suitable employers with the aim of moving individuals into sustainable employment. The Employer Liaison Officer will work closely with local, regional and national employers, building relationships in order to gain a better understanding of their recruitment needs and requirements. Building up an Employer database to support our Northern Directions participants and supporting employers in understanding our participants' needs and help create job roles to match. Attracting individuals to attend education and training to enable them to progress in to paid employment, education or apprenticeships. The post holder will gain referrals by advertising and networking, pre-screening candidates, interviewing and finally matching candidates to employers.

The post holder will be a valuable resource for Groundwork North East to enable it to achieve its objectives. This role will require a full driving licence and access to transport.

The Employer Liaison Officer role is fully funded By Northern Directions and North of Tyne Combined Authority as part of the 2014-2020 European Structural and Investment Funds Growth Programme in England.

## KEY TASKS

### **Key Responsibilities: Programme Delivery**

- Source and secure appropriate vacancies and apprenticeship opportunities for Northern Directions participants.
- Establish contacts and develop a database of local Employers working with them to identify job roles for Northern Directions participants and work with employers to tailor vacancy requirements to support the needs of the young people.
- Develop a good understanding of employers, their industry, what they do and their work culture and environment.
- Develop and deliver an effective on-boarding service with the aim of improving sustainability rates and repeat business.
- Understand and maintain current knowledge of local labour markets and utilise this knowledge to meet and further the aims of the programme.
- Maintain appropriate records and vacancy management systems to support delivery and programme reporting requirements.
- Recognise skills gap within local labour markets and develop sector specific routeways with North of Tyne delivery partners and Northern Directions Tutor to meet employer needs.
- Manage employer relationships to develop and sustain an effective customer base.
- Develop work trials and interview guarantee schemes.
- Organise and attend networking and employer events to promote both the programme and customers to potential employers.
- Integrate with the wider team and share knowledge to benefit the holistic development of the programme.
- Receive and review applications, short-list job seekers and manage pre-screen interviews.
- Finalise arrangements between employer and participants.
- Offer advice to both employers and participants on pay rates, training and career progression.
- Ability to work remotely and use digital platforms as required

### **Key Responsibilities: Partnership/Business Development**

- Assist in the strategic management of employer relationships.
- Support in the establishment of new geographically and/or sector focused employer relationships to meet future programme requirements.
- Develop, manage and provide reports on an employer engagement database.
- Organise and attend networking and employer events to promote both the wider Groundwork and offer job seekers to potential employers.
- Support with the development and implementation of a continuous improvement plan for employer engagement services across the Youth, Employment & Skills programme.
- Assist in developing and updating an Employer Engagement Strategy.
- To meet identified programme performance and quality targets as outlined below:

***Performance Targets:***

- Conversion rates: starts, jobs, sustainability, progression routes, placements.
- Number of sales calls made.
- Number of clients pre-screened.
- Number of employer/referral organisation visits.
- Weekly reporting information.
- Repeat business.
- Development of sector specific routeways work trials and guaranteed interview scheme.

***Quality Targets:***

- Manage employer accounts.

**Additional Requirements:**

- Integrate with wider team and share knowledge to benefit the holistic development of programmes.
- To operate in a pro-active and innovative manner, to generate solutions which support a diverse customer base into sustainable employment, maintaining a belief in the customers' ability to be employed throughout.
- Comply with all organisational policy, procedures and systems.
- To be aware of and assume the appropriate level of responsibility for safeguarding and promoting the welfare of children, young people and vulnerable adults and to report any concerns in accordance with the organisation's safeguarding policies.
- Ability to work outside normal office hours.
- Any other duties commensurate with the level of the post.