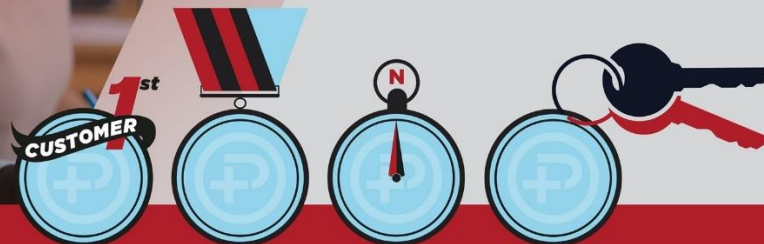


**“We change lives.
One individual at a time.
And in the same way, we’re
going to change society.”**



Job Description

JOB TITLE: Employer Relationship Manager

DEPARTMENT Employability

REPORTING TO Business Manager

CAREER GROUP Delivery

DISCLOSURE LEVEL Basic

MAIN PURPOSE OF THE ROLE:

The DWP Restart programme has been designed to support long-term unemployed people (12 months unemployed and claiming benefits) into work. Our Employer Relationship Manager is responsible for the sourcing of sustainable employment opportunities for programme participants within the local employer market, ensuring service levels exceed employers' expectations.

As a Employer Relationship Manager, you will own and manage relationships with a range of local and national employers and stakeholders to secure suitable job opportunities for participants who access our services within your contract package area. You will offer a consultative approach with employers, working to create bespoke packages which meets their recruitment needs and to shape roles for specific job searchers.

The role interfaces externally with a range of local and national employers and a range of employer support/interest organisations such as employment agencies, recruitment organisations, LEPS, Local Government Agencies, Careers Fairs and Chambers of Commerce to ensure that the PeoplePlus brand and proposition have the necessary visibility to ensure that employers seek us out.

Internally, you will be required to bring intelligence back into the organisation to help shape our employer support activity around:

- Employer marketing: e.g., which propositions are effective with employers and which need to be sharpened?
- Service design: e.g., which sectors and roles are the most in demand and what skills, behaviors and pre-training are employers looking for in a successful candidate?
- PR: helping our PR function target press activity and generate positive press coverage.

An Employer Relationship Manager will strictly adhere to the guidelines in accordance with the programme's requirements PeoplePlus policies and procedures. This is not an exhaustive list and as an Employer Relationship Manager will be expected to carry out any other duties as may be specified by the line manager from time to time. This profile is non-contractual.

PeoplePlus requires the full commitment and cooperation of its employees to strictly adhere to company policies and procedures, which includes quality standards, data protection, health and safety, diversity and safeguarding.

KEY RESPONSIBILITIES

Employer Engagement

Employer Relationship Managers identify employers and opportunities so that PeoplePlus can achieve vacancy generation, conversion to job start, and retention in work targets as outlined in the Service Level Agreements (SLAs) agreed with employers and expected by the funders.

- Engage with employers face to face, virtually and over the phone to executive level to build a strong working relationship.
- Communicate clearly, concisely and in an engaging manner to generate confidence in those who it will be important to influence.
- A consultative, confident approach to sales but one which is responsive to immediate targets
- Identifies new business opportunities and converts effectively, explaining the role to participants and selling in the participant to the employer.
- Promotes and creates an awareness of the entire range of PeoplePlus products and services including work experience/trial opportunities, vocational and accredited training as well as vacancies.
- Promote our services by attending careers fairs, networking at business groups, visiting workplaces, promoting web presence via social media, and providing a single point of contact for vacancy sharing.
- Identifies other employer-led business opportunities when opportunities arise e.g., growth sectors
- Maximises on repeating business and developing existing accounts.
- Identifies organisations with potential for providing recruitment opportunities at other PeoplePlus locations or programmes.

Customer Service and Relationship Management

Employer Relationship Managers develop relationships with key stakeholders and maintain regular communication with partner organisations to ensure that business outcomes are maximised through access to wider employment network.

- Educates operations teams and programme participants about opportunities available in key industry sectors.
- Ensures all recruitment services are delivered in accordance with Key Performance Indicators (KPIs) identified within SLAs.
- Ensures employers' requirements and expectations are always met via PeoplePlus.
- Provides information, advice, and guidance to employers on how to attract, select, support, and retain disabled talent, promoting where appropriate Disability Confident scheme.
- Work with employers to identify ways in which they might structure roles to provide greater accessibility to participant groups e.g., promoting job sharing/part-time hours providing greater accessibility for carers, work trials to increase awareness of opportunities, adjustment duties to enable participants with health conditions / disabilities to access and sustain in employment.
- Represents PeoplePlus at external meetings to keep abreast of employment opportunities in the area and identify and influence opportunities to influence the design and approach of such initiatives / new opportunities.

Lead generation, Sales and Job Matching

- Source and secure job opportunities ringfenced for our programmes to meet required contract performance and sustainment targets.
- Generate leads through cold calling, networking, and harnessing wider relationships through PeoplePlus.
- Develop an understanding of the wider PeoplePlus proposition and bring it to life using a consultative approach when with employers.
- Rigour and urgency around the follow up of potential leads to ensure maximisation.
- Conduct training needs analyses for employers to enable PeoplePlus to offer services tailored to meet the needs of the employer e.g., work trials/CV sifting/pre-employment training packages.
- Develop an in-depth knowledge of the regional labour market and employers and be aware of national labour and skills market trends and developments, providing accurate information to colleagues.
- Ability to territory map and understand employer landscape.
- Pre-screen, vet, and skill match candidates to ensure suitability for sourced job opportunities.
- Work with partner organisations to identify and arrange delivery of bespoke orientation sessions for candidates in different sectors such as Logistics.
- Monitor employers and/or placements to ensure adherence to PeoplePlus Health & Safety and Equal Opportunities policies.
- Work with employers to ensure vacancies provide real opportunities to participants e.g., ensuring they offer the National Living Wage and employers are committed to equality and contracted hours.

The role may require working across several offices as agreed and to be flexible to support other offices with the region as and when agreed by the Line Manager.

Service Delivery and Recovery

Employer Relationship Managers provide operations teams with sufficient information (including employers' expectation, SLAs) so that escalated complaints can be prevented, and service excellence can be achieved in the participant's progression journey.

- Ensures information on vacancies are captured accurate the CRM and that they are communicated promptly to the operations teams.
- Offers the operations teams sufficient quality information to inform decision making on matching participants with Employers.
- Ensures all outstanding employer opportunities are highlighted to the operations teams.
- Represents Recruitment Management at internal operations meetings as required ensuring employer engagement activity is discussed and reviewed to identify areas for improvement and to share best practice.
- Provides briefing sessions (both Employer Relationship Manager led, and employer led) to participants as and when required e.g., providing taster sessions to showcase different sectors for participants with limited work experience or who are seeking or need to change their career and to make them aware of the realities of each sector (e.g., working hours, work culture and expectations etc.)
- Provides feedback to Advisers and management as appropriate where any issues are identified by employers to ensure we can rectify any shortcomings in our service offering and be responsive where in-work adjustments are required.
- Implements processes and events, such as internal screening of participants or job fairs, to ensure quality of candidates meets employers' expectations.
- Produce and share monthly and quarterly information on local labour market trends e.g., growth sectors, seasonal demand, hard to fill roles / skills gaps.
- Work effectively and collaboratively with PeoplePlus managers to improve contract performance, monitoring KPIs to exceed performance requirements, including maximising Job Entries, with a focus on the getting the right job first time.
- Use available insight and analysis tools to develop awareness of the regional labour market to inform and target employer engagement activity.
- Generate and deliver all required reports on time and to the required quality.

Post Placement Service and Support



Employer Relationship Managers review employer post-placement support model periodically to ensure post placement support is managed effectively and meeting the contractual obligations and retention levels.

- In conjunction with the In work support team, provide advice and guidance to ensure employers have sufficient understanding and access to support, in order to manage any in-work adjustments that may need to be made to accommodate participants with health conditions e.g. employer toolkits, management training etc.
- Collates all necessary contractual paperwork within agreed timescales.
- Provides feedback to operations teams in a format agreed with management.
- Supports operations teams in the collection of relevant job start and in-work retention and progression information.
- Ensures job start and retention evidence are sent to the relevant department within 72 hours of due date (on contracts where paper evidence of employment is required).
- Collates and reports performance data to management team as and when required.

PERSON SPECIFICATION

Requirement	Essential	Desirable
Education, training and qualifications	✓	✓
Good standard of school education, ideally Maths and English language GCSE's Grade C and above	✓	
Skills, knowledge and abilities	✓	✓
Knowledge of local and regional labour market and knowledge of employment trends, business threats and opportunities, also commercially aware	✓	
High levels of time management and planning ability	✓	
Excellent verbal and written communication and influencing skills	✓	
Good presentation skills	✓	
Highly developed customer service skills	✓	
Good team working skills	✓	
Respond positively to working to a demanding target	✓	
Understanding of teaching, learning and assessment		✓
Experience	✓	✓
Able to demonstrate success in building and maintaining effective business relationships with internal and external customers, maximising business opportunities	✓	
Demonstrate continued success of having met and exceeded stretching targets in a sales role	✓	
Already has a network of employers to approach		✓
Outstanding ability to present to external customers		✓

DEMONSTRATE THE PEOPLEPLUS TRADEMARKS

		Essentials	Desirable
	Customer First - Helping our customers improve their lives is our 'why'.	✓	
	True North - We always operate with high ethical standards, keeping a sense of our 'True North', even when no-one is watching. We are the best version of ourselves, all the time, in everything we do.	✓	



Own It - We always take personal accountability for everything we do, including any issue we come across, owning it until it is fixed and seeking help when we need it.



Improve to be the best - We want to be the best at what we do for our clients, Participants, service users and learners. That means we have a passion to keep learning and improving. We never accept second best.

