**Job Description**

**Business Engagement Officer**

**Service/Team** Skills and Learning Adult Community Education, Education and Skills

**Reports to** Teaching and Learning Manager

**Responsible for**

**Number of posts** 3

**Post number** **MUL204**

**Career Grade**

**My job improves the quality of life for the people of Dorset, Bournemouth Christchurch and Poole, by delivering outreach, partnership and engagement services that enable Skills and Learning Adult Community Learning to provide learning opportunities that enhance the skills, independence and well-being of people to achieve their personal and professional goals and to support the growth and development of local communities and businesses.**

**Job Overview**

To engage with the community, employers, referral organisations/agencies and stakeholders to understand and respond to local skills needs to inform service delivery. Focussing on partnership and business development activity to improve the skills and well-being of individuals and communities and improve the skills and resilience of the workforce.

**Key accountabilities**

1. Establish links with community groups, organisations and employers, and build relationships with them to increase signposting and referral of learners into provision.
2. Identify the local skills needs of communities and employers by working in partnership with public, private and voluntary sector and assist in the development of local provision in response to identified needs.
3. Provide impartial information, advice and support to learners, tutors and partner organisations as required.
4. Identify funding opportunities that will facilitate innovative partnerships with communities, organisations, other providers and employers to increase participation in learning and support the financial aims of the service/Council.
5. Create and co-ordinate community partnership projects to increase community participation and develop sustainable referral routes into further education.
6. Organise and attend promotional and recruitment events and open days to raise the profile of adult education, achieve enrolment targets and generate feedback to inform future provision.
7. Establish and maintain a network of volunteer learning champions/ambassadors that will promote the benefits of adult education and increase participation in learning.
8. Organise focus groups, learner forums, co-ordinating surveys and administering consultation processes that will influence the service, better understand community and employer skills needs, inform provision and improve the quality of service delivery.
9. Analyse and interpret data and the results of surveys and consultation exercises to inform service delivery, Council services, policy and practice.
10. Distribute communications and marketing materials to promote greater awareness of learning opportunities and events.
11. Contribute to the SAR, quality assurance activities and associated quality processes.
12. Take responsibility for keeping own CPD and mandatory training requirements up-to-date to meet personal, professional and Service development requirements
13. To undertake such other duties as may be required from time to time commensurate with the level of the post.
14. To comply with all decisions, policies and standing orders of the Council and any relevant statutory requirements, including the Equality Act, the Health and Safety at Work Act and Data Protection Act.

**Specific Qualifications and Experience**

* Educated to Diploma level/ NVQ Level 4 or equivalent experience.
* IAG qualification at Level 3
* Experience of working in the post 16 sector, community engagement and community-based work
* Substantial experience in communications and marketing activity
* Substantial experience of co-ordinating projects and events
* Comprehensive knowledge of employers, community and third sector local organisations
* Detailed knowledge of grant and funding opportunities
* Knowledge of community group governance and best practice
* Ability to plan and manage own workload
* Ability to influence, persuade, and engage with people using empathy.

**Aptitudes and abilities**

* Excellent inter-personal skills and communication skills (face-to-face, written, telephone)
* Highly developed ICT skills
* Have excellent organisational and time management skills
* To be able to demonstrate an excellent understanding of, and commitment to:
  + quality standards for teaching and learning
  + quality standards for the provision of information, advice and educational guidance
  + to health and safety
  + equality and diversity
  + effective partnership working
  + the provision of excellent customer care
* To have proven knowledge and understanding of local, national and Service priorities for post-16 provision
* To be able to demonstrate an understanding of adult and community learning
* To understand the principles of project management
* Able to demonstrate a positive response to change and to being open to new ideas and ways of working
* Sound understanding of the principles and standards applied by Ofsted
* A positive outlook, resilience, motivation and reliability
* Ability to work both independently and as part of a team

**Job Requirements**

* Ability to travel around the County (and to other areas of the UK) in an agreed timely manner
* Flexible approach to working hours with potential for occasional evenings and weekends
* Enhanced Disclosure and Barring Service check

Prepared by: Lesley Spain Date reviewed: Nov 2024