



# Role Profile

<b>Job title:</b>	New Entrant Employer Support Advisor	<b>Reports to:</b>	New Entrant Employer Support Manager
<b>Grade:</b>	E	<b>Last Evaluated:</b>	Version 1
<b>Directorate:</b>	Customer & Products	<b>LT Area:</b>	Engagement
<b>Location:</b>	Mobile - Across all Nations	<b>Budget responsibility (optional):</b>	NONE

CITB is committed to Safeguarding and promoting the welfare of learners and expects all staff and volunteers to share this commitment. Appointment to this position in England and Wales is subject to an Enhanced Disclosure check from the Disclosure and Barring Service (DBS) and in Scotland to an Enhanced Disclosure and registration to the Protecting Vulnerable Groups (PVG) scheme through Disclosure Scotland.

## Role Purpose: why the role exists and its overall contribution to the organisation

### Responsibility for:

Delivering an enhanced support service to employers already employing or considering employing new entrants, including apprentices.

Increasing the number of employers recruiting new entrants including apprentices.

Supporting employers to attract, recruit and retain new entrants including apprentices.

Supporting the development of the training infrastructure for new entrants.

## Role Accountabilities: main areas for achieving delivery and results

### Recruit New Entrants

- Increasing the number of new entrants employed to train in construction trades and professions
- Increasing the diversity of applicants for new entrant training positions in construction trades and professions.
- Managing and instigating employer engagement specifically aligned with new recruitment
- Promoting the use of Go Construct, Go Construct STEM Ambassadors and the Talent View Construction portal to employers, training providers, Colleges and to influencers of potential applicants.
- Ensuring that employers can deliver the scope of the selected apprenticeship / training programme
- Work with employers to ensure they understand their responsibilities in the delivery of the apprenticeship including the role of the workplace mentor, delivering upskilling sessions where required.
- Support employers with the setup of apprenticeship digital accounts
- Support employers to access Travel to Train funding.

### Retain New Entrants

- Engage employers with planning, managing, and driving the progress of learners in line with the expectations of training programmes.
- Link Employers with local provision
- Facilitate self-supporting local forums for employers, training providers and other stakeholders to develop the validity and currency of training provision.



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- Provide signposting and links to local and regional organisations who support employers with the pastoral needs of learners.
- Work closely with Local Networks, Specialist Sector Networks and Training Groups to support the development of the right training infrastructure in the region.
- Conduct regular check-in visits to employers with apprentices
- Offer progression signposting for employers with New Entrants on completion of programmes.

## **Develop Infrastructure**

- Under the guidance of the Engagement Manager (New Entrant Task Force), work with Training Groups, Employers and Local and Sector networks to develop the local training infrastructure in line with skills needs.

## **Customer Delivery**

- Communicate with employers on wide range of issues including apprenticeships, other new entrant routes and other CITB products and services
- Effectively deal with internal and external complaints, timely and to a full resolution
- Encourage companies to participate in CITB products in addition to apprenticeships.
- Conduct all dealings with internal and external stakeholders in a professional manner

## **People Leadership / Team Leadership – where the role has direct or matrix reports.**

- This role does not have any direct reports; however, it requires considerable self-management and motivation, management of a changeable employer caseload, along with management of a range of relationships with internal and external stakeholders, leading to collaborative and productive solutions.
- Work collaboratively with delivery partners where applicable.
- Devise solutions with employers and providers to ensure the best possible outcomes for new entrant training in construction.
- Coaching and mentoring new colleagues and team members
- Deliver training to employers and workplace mentors to support new entrants and apprentices.

## **Decision Making and Business Impact and Change Management**

### **Decision Making**

- Supporting employers to make decisions about their recruitment and training options.
- Making informed judgements around learning, safety and wellbeing and advise employers accordingly
- Support employers in making decisions around their training programmes for new entrants.
- Make appropriate Safeguarding decisions around escalation of incidents as appropriate.

### **Business Impact**

- This role requires a high level of awareness around the benefits of publicly funded training delivery.
- This role has no financial budget management but relies on good decision making around spend
- Reputational impact working with a sizeable customer segment

### **Change Management**

- Ability to work in a constantly changing environment to demanding schedules and deadlines
- Manage and communicate change in training, apprenticeships, standards, funding etc to employers

## Knowledge, Skills, Qualifications and Experience:

### Knowledge & Experience

- Experience or knowledge of publicly funded training contracts, particularly Apprenticeships and Traineeships
- Experience and knowledge of the Ofsted CIF and inspection requirements
- Excellent understanding of the Apprenticeship Service from the employer perspective
- Thorough knowledge and understanding of Safeguarding
- Experience of providing advice and signposting to employers
- Thorough knowledge of apprenticeship standards and EPA process for a wide range of apprenticeship standards

### Skills

- Decision making
- Influencing
- Planning & scheduling own workload
- Time management
- Working to challenging deadlines
- Highly customer focused
- Proactive
- Mobile working
- Excellent Communication skills
- Willingness to learn and adapt
- Ability to self-manage and motivate
- Excellent and accurate IT skills
- Mentoring and Coaching

### Essential

- Presentation skills and experience in delivering briefing / training sessions (essential).
- Demonstrable experience in influencing key stakeholders to deliver outcomes
- Well-developed communication and interpersonal skills with ability to Influence, challenge, negotiate and to manage conflict and difficult situations. (essential)
- Understand and be able to use CRM systems and Information management Systems (essential)
- MS office skills packages, using technology such as laptops and tablets. (essential)
- Knowledge and experience of learner safeguarding and wellbeing (essential)
- Experience in being responsible for own workload, diary management and working independently to tight schedules (essential).
- Recognised Health & Safety Qualifications, or a commitment to work towards, i.e., SSSTS, in line with contractual requirements (essential).
- Maths and English qualification Level 2

### Desirable

- 
- Assessment, training or teaching qualification or a willingness to undertake a qualification (Teaching, training & assessing learning L3)



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- CEIAG qualification L4
- Education / training to minimum Level 3

## Key Behavioural Competencies

Drives for results - Level 2  
Works collaboratively - Level 2  
Building Capability – Level 2  
Customer Focus – Level 2  
Lead by example - Level 2

## Special Conditions/Other Requirements: e.g., travel requirements, working arrangements

- This role is a mobile role, with no office base and will involve significant regional travel, on a daily basis.
- Full UK Driving Licence is essential
- This role requires a flexible approach to working patterns and may involve occasional overnight stays and some national travel
- This role requires an enhanced DBS/PVG for child workforce and children's barred list check

### Version Control:

Version	Date	Author	Change
Version 1.	19/5/2022	Deborah Madden	New Role Profile