



Job Description & Person Specification	
Post title: Business Services Consultant (Enterprising Ashfield)	Post No: 009989
School or Department: Employability	Date created: December 2021
Grade: G	Hours per week: 37
Fixed term end date (if applicable): This is a fixed-term position until 31 March 2026 – externally funded through the Government’s Town Fund initiative	
Other requirements of the role:	
Immediate line manager: Employer Engagement Projects Manager	
Title & Grade of posts line managed by postholder: N/A	

Background:

Enterprising Ashfield will deliver a comprehensive Start-up to Scale-up business support programme across the Kirkby-in-Ashfield and Sutton-in-Ashfield Towns Fund area. It will be a dynamic and responsive programme building direct access to university research, expertise and facilities, and also provide support for local resident and local employees to enhance their skills by providing access to a range of training opportunities. It will create new enterprises, deliver growth and increase productivity for existing businesses, and provide opportunities for talented graduates. It will be a bespoke programme for Ashfield based upon local need. **Enterprising Ashfield is funded through the Government’s Town Fund initiative.**

Job purpose:

Support the achievement of graduate level opportunities, and assist with the recruitment of graduates into the Ashfield area. The post holder will provide efficient project coordination to support the successful delivery of graduate opportunities, and will ensure that all documentation required by the funder is completed, collated and accurate.

Principal duties and responsibilities: The role will encompass all of the following, but the balance of duties and responsibilities will be determined in discussion with the post holder’s line manager:

- Work closely with the wider employer engagement team, externally funded project teams and other colleagues to generate business leads by promoting the project and the opportunities for engaging businesses to benefit from the expertise and resources of the University. This will be through B2B engagement such as over the phone, face to face meetings and using virtual platforms such as MS Teams, but also targeted campaigns, press and PR, working with partner organisations, and specialist seminars, workshops and business networking events.
- Deal with employer enquiries either directly or indirectly and turn speculative enquiries into opportunities.
- Undertake business needs analysis to identify the needs of the local employment market in the Kirkby-in-Ashfield and Sutton-in-Ashfield Towns Fund area, and provide innovative solutions to support the recruitment of graduates

- Identify key barriers to engagement and propose talent solutions.
- Support the development of recruitment strategies for a portfolio of clients to maximise the number and the quality of graduate placements into businesses in the Kirkby-in-Ashfield and Sutton-in-Ashfield Towns Fund area
- Develop the portfolio of additional resources for business to support the recruitment of graduate opportunities
- Work with the employer engagement team to identify networking and marketing communications opportunities and ensure opportunities for cross selling and upselling are maximised so that multiple targets are met.
- Working closely with the Enterprising Ashfield team, develop a portfolio of additional services to support employers whilst on programme; such as workshops to enhance strategic leadership and management capabilities, training and upskilling opportunities through higher level skills and access to degree apprenticeships
- Ensure that all paperwork required to ensure compliance and project outcomes is completed accurately and timely and develop systems to ensure effective process flows are developed.
- Maintain the customer CRM systems and use CRM for the effective reporting of data as required and in accordance with project reporting requirements.
- To act as the account manager for the employers once engaged with NTU Projects Team and to manage the ongoing client relationship.
- Work closely with project central team to ensure that accurate and auditable records and documentation are maintained and undertake all other administrative aspects as required by the role.
- Through regularly monitoring of the graduate placements programmes, the post-holder will work to ensure that all delivery targets are met and that the progress of the project in meeting these objectives is regularly reported to the project management team. Any areas of concern should be highlighted at the earliest opportunity and agreed actions taken to find appropriate solutions.
- Act as an ambassador for the University, promoting its wider services to stakeholders and identifying opportunities for cross referral between projects and to deliver positive core employability outcomes.
- Network with stakeholders across the region to ensure that Enterprising Ashfield has a high profile and that client referrals are made to the project.
- To be conversant with and participate in initiatives, activities and developments at University, regional and national level which are relevant to the post.

Special requirements:

This post would suit a confident and self-motivated professional with proven lead generation and business-to-business experience, and an understanding of work integrated learning in the education sector. NTU has a blended approach to working either from home or the office. There would be an expectation that the post holder would attend essential in person meetings where required. The post holder is expected to be primarily based in the region of Ashfield and effectively work from home. Some evening or weekends work may be required

N.B. The post-holder may be required to undertake any other duties which may reasonably be required as within the nature of the duties and responsibilities of the post as defined, subject to the proviso that normally any changes of a permanent nature shall be incorporated into the job description in specific terms.

Personal Attributes

Attributes	Essential	Desirable
Knowledge	<p>Understanding of skills and talent and HR challenges in a range of sectors</p> <p>Understanding of the local economy and challenges facing the Ashfield region</p> <p>Knowledge of work integrated and placement learning, and early career talent</p>	<p>Understanding of the Higher Education sector</p>
Skills	<p>Excellent negotiation skills and the ability to engage and influence at all levels with both internal and external stakeholders</p> <p>Excellent written and verbal communication skills</p> <p>Ability to build rapport and to develop strong working relationships with individuals</p> <p>Excellent time management and organisational skills</p> <p>The ability to interpret complex subjects and make them accessible to a variety of stakeholders</p> <p>The ability to cross and upsell to maximise opportunities</p>	<p>Data analytical skills</p>
Experience	<p>Significant experience of engaging and working with employers in a business to business context</p> <p>Experience of account management ideally in a work based learning context</p> <p>Experience of pitching and presenting to clients, delivering presentations at events.</p> <p>Experience of identifying and engaging with key stakeholders</p> <p>Experience of successfully planning and managing own workload with the ability to work on own initiative</p>	<p>Experience of the HE sector</p> <p>Experience of labour market research and making recommendations that inform key performance indicators</p>
Qualifications	<p>Level 3 qualification or equivalent</p>	<p>Educated to degree level</p>

Competencies	
Essential Competencies	Desirable Competencies
<p>Communicating and Influencing (Level 3) Communicates effectively with a wide range of diverse internal and external stakeholders, influencing and negotiating change. Networks internally to keep ahead of developments.</p> <p>Entrepreneurial and Commercial focus (Level 3) Spots and progresses business and opportunities for collaborative working externally and internally Takes NTU strategic objectives into account when making decisions</p> <p>Customer Focus (Level 3) Provides a quality service that is regularly reviewed. Anticipates customer needs. Actively seeks feedback on services from customers and makes appropriate changes to service and to underpinning policy/strategy</p>	<p>Team working: Level 2 Contributes to team development, seeking and testing improvements to the team's outputs/service</p> <p>Making informed decisions; Level 2 Uses analyses reports and data to test the validity of options and assess risk before taking decisions. Ensures optimum decisions are taken.</p>

[N.B All competencies should be drawn from the NTU Competency Framework which can be found [here](#)]

Job Description and Person Specification created by (Matthew Staniforth): Employer Engagement Projects Manager
