

PERSON SPECIFICATION – EMPLOYER LIAISON FACILITATOR

Criteria	Essential	Desirable
Qualifications	General standard of education to a minimum of Level 3 or the equivalent level of ability gained through experience in the customer service sector or recruitment field.	Ideally you will have a Level 5 qualification or equivalent and prepared to undertake an IAG qualification.
Expertise/Knowledge	Evidence of working in a fast paced, customer focused, role that meets the needs, interests and aspirations of individuals against their future goals and career aspirations.	Evidence of successfully working in a fast-paced, high volume recruitment capacity with outstanding customer service skills.
	Ability to maintain clear and accurate computerised and manual records using college systems and procedures.	
	Understanding of building face to face, telephone and electronic relationships with students, teachers and employers that meet the objectives of the GAP team.	Experience of working with young people aged 16 – 19 and adults.
	Ability to deliver inspiring, professional presentations that promotes and inspires students to develop their skills and knowledge to be able to progress into meaningful employment or further study. young people to progress into the world of work, further their education in University, Traineeships or Apprenticeships and prepare for adulthood.	Teaching Training Qualification Level 3 or above.
Skills & Competencies	Outstanding verbal and non-verbal communication skills, which build positive working relationships with all stakeholders delivering courteous high level customer service skills.	
	Demonstrates high levels of professionalism, resilience and customer service when solving problems with young people, staff and employers.	
	Excellent IT skills with the ability to use the range of in-house software packages, which comply with College audit, Skills Funding Agency and Government regulations.	
	Works effectively within a team to meet deadlines and objectives.	
	See's potential in others to motivate and inspire young people to engage with the GAP programme to develop skills and competencies against progression routes.	

Personal Attributes	Demonstrates a resilient 'can do' attitude which is outcome focused and key to finding solutions, matching students to placements and delivering a personalised GAP service.	
	Commitment to facilitating an outstanding student centred quality of provision across all Campuses.	
	The ability to building positive working relationships with all stakeholders	
	A confident, professional presenter who can deliver workshops and curriculum based activities across all campuses.	
	High levels of administrative and IT skills which results in accurate reliable data and internal MIS reports.	
	Be a high performing team member and problem solver, who takes responsibility for tasks, data and organisational objectives.	
	Work proactively, flexibly and participates in out of term, weekend and wider college events and initiatives.	
	An enthusiastic and pro-active approach to work, committed to own learning and development, particularly to gain IAG level 4 or above.	
	Commitment to promote equality and diversity	
	Adhere to and promote Child Protection and Safeguarding policies and procedures.	
	High levels of personal integrity and confidentiality, who displays respect, empathy and honesty through a consistent approach.	
	Outstanding record of attendance and punctuality	
	Appropriate professional appearance and a positive role model.	