



This post, as part of the North East Ambition project, is part funded by the European Structural and Investment Funds 2014 – 2020 and all activity must comply with contractual regulations.

Job Description

Job title:	SME Skills Facilitator
Service:	Careers and Employability
Reports to:	ESF North East Ambition Contract Manager
Responsible for:	None
Usual office base:	Gateshead
Grade:	Careers Grade 3

Job purpose:

To deliver the North East Ambition Programme; targeted engagement of businesses within nominated sectors, focussing on under-engaged SMEs located throughout the North East to help identify and address their skills issues, incorporating addressing skills gaps and skills shortage, through greater collaboration and engagement within the wider North East skills network and beyond. Ensure effective collaboration with other contracts within Education Development Trust's career's portfolio.

Job objectives:

1. Build sector-specific demand and interest in skills provision, focussing on previously unengaged small and micro SMEs;
2. Ensure an accurate record is held of all applicable local skills provision relating to allocated skills sector area, and utilise Sector Skills Councils and national provider links to ensure all applicable provision outside the North East Combined Authority area is captured / continuously refreshed;
3. Undertake an organisation-wide Training Needs Analysis with each engaged SME, comprising of a staff Skills Audit that identifies current and anticipated skills gaps and skills shortages, and any associated wider business support needs;
4. Determine and address via Training Needs Analysis any barriers to take-up of skills solution, and any barriers to SME recruitment/ongoing support of under-represented groups, providing constructive challenge to employers' recruitment and training approaches wherever appropriate;
5. Support the identification of the optimal solutions to the particular skills needs, capture these on a tailored action plan, and broker arrangements (and additional support where required) to ensure skills intervention takes place;



6. Regularly review SME and participant(s) progress, helping address any issues that arise, and re-examining level of need, and recording all support given, ensuring effective compliance with all systems and CRM packages;
7. Encourage and facilitate SME ownership of skills planning, using Skills Portal tools to enable this;
8. Encourage and facilitate the clustering of SMEs by sector / cross-sector wherever it supports their skills requirements;
9. Identify and capture good practice that can be used to promote skills solutions across the sector and more widely wherever applicable;
10. Link effectively with all skills providers that support the priority sectors identified;
11. Effectively promote and support Equality & Diversity and Sustainable Development best practice;
12. Continuously track the beneficiaries journey in order to achieve all relevant contractual outcomes, using all available interventions including social media, email, SMS. Ensure all interventions are recorded on the management information system;
13. Ensure synergy and coherence between the North East Ambition programme and other contracts delivered by Education Development Trust, and other providers of skills support;
14. Maintain relationships with a range of stakeholder organisations e.g. Local Authorities, skills providers and Sector Skills Councils, North East Combined Authority;
15. Ensure all delivery evidence is complete and compliant in line with contract and quality standards and that all customer records are accurate and handled in accordance with appropriate confidentiality and data protection legislation and guidance. Manage the capture, collation and reporting of service evaluation data.
16. Contribute to the effective operational and strategic management of the contract applicable in the contract area.
17. Be responsible for adhering to both local and the Corporate Safeguarding policy and procedures aimed at promoting and safeguarding the welfare of children and at-risk adults and attend mandatory child protection and/or adult protection safeguarding and prevent training.



Scope:

The post holder will be expected to liaise and maintain effective working relationships with a range of other agencies, businesses and employers. The post may involve working in more than one location and there will be travel involved. It may be necessary on occasion for the post holder to work outside of standard office hours.

Person specification:

Knowledge

Essential:

- Educated to Level 4 (or equivalent) in a relevant area.
- An understanding of business engagement and support
- Extensive knowledge and understanding of the wider skills agenda

Desirable:

- Business development / support
- An understanding of relevant policy relating to skills
- Understanding of the skills and employability agenda within the North East region
- Knowledge of a North East 'priority' or 'growth' sector

Experience

Essential:

- Experience of working with employers
- Experience of effective partnership working in the delivery of a service
- Experience of working in a skills, or related, field

Desirable:

- Experience of working in/with a North East 'priority' or 'growth' sector
- Experience of managing projects and events

Skills

Essential:

- Effective communication skills including written and verbal, and able to relate to a wide range of people and organisations
- Work collaboratively as part of a team
- Excellent organisational skills to include time management of own work
- Ability to meet deadlines and achieve targets and implement contingency plans where necessary



- Excellent IT skills including all Microsoft Office software, including the ability to manage delivery of an on-line database
- Apply a flexible approach to work activities including travel as required to meet business objectives
- Display an open mind and positive attitude to work and colleagues

Desirable:

- Ability to deliver an effective partnership strategy
- Ability to engage effectively with employer representatives and businesses

Education Development Trust are committed to safeguarding and promoting the welfare of children and service users. Applicants must be willing to undergo background checks appropriate to the post, including checks with previous employers and the Disclosure and Barring Service as required.