



Staffordshire Skills Hub Helpline Co-ordinator

Recruitment Pack

June 2019



At Staffordshire Chambers of Commerce, we believe that we can help all the people of Staffordshire to be more prosperous and have more opportunities, by helping businesses to belong to the Chamber and do things better. We take pride in delivering excellent services to our members and expect the highest standards from our employees.

Staffordshire Skills Hub Helpline Co-ordinator

Salary £24000

We have a fantastic opportunity for a customer focused Helpline Co-ordinator to work with the project team acting as the first point of contact for all employer and Delivery Partner engagements. This role is critical to the success of the ESF funded Staffordshire Skills Hub and Brokerage Service

A systematic approach to customer service and robust record keeping is critical with proven experience of using Customer Relationship Management (CRM) Systems.

With a proven track record of skills brokerage and sales in the commercial education sector enabling a confident and efficient telephone service, this role will work with the Project Team and Delivery Partners to build a database of Skills, Education and Training Solutions for employers. This database will be used to provide employers with a prompt response and signposting to the most appropriate solution for their needs.

Based at our offices at Stafford this is an exciting opportunity for the right candidate, we offer an attractive benefits package, a rewarding role in a great team and good opportunities for personal development.

This is a full time working Monday to Friday, a total of 35 hours per week.

This post is funded by European Structural and Investment Funds and is a fixed term contract until 31/3/2022

Subject to an Enhanced DBS Disclosure

Closing date : **28/6/2019**

Further information about Staffordshire Chambers of Commerce is available on our web site www.staffordshirechambers.co.uk.



About Staffordshire Chambers of Commerce

Staffordshire Chambers of Commerce has been in existence for over 200 years. It was borne out of a desire from businesses to meet together and trade and ensure that there was a voice for business and an organisation to represent their needs and deliver services to help them. We continue to deliver this role and have developed a wider relationship as part of the recognition of the contribution that the business community makes to economic and social success.

We provide the following services to support businesses start, grow and succeed.

Business Support – we are, at our heart, a membership organisation and believe that the best business support can come from the services we offer through our experienced staff. We have a range of member only services as well as funded programmes. We have developed specific membership offers to reflect our local economy in response to various sector groups in membership.

Enterprise Support – we aim to inspire the entrepreneurs of tomorrow through bringing schools and businesses closer together, helping individuals start up their own business, educating teachers on the businesses in the area and supporting students in HE and FE to have the relevant skills for business and industry. We have established a club specifically for fledgling businesses to help them get established and lead into membership of the Chambers.

Trade – we encourage international trade through our DIT programme and export documentation service as well as supporting local trading through exhibitions, events and lobbying for local procurement opportunities. We have launched a specific international trade membership offer.

Training – we have a comprehensive, business focussed programme of training to encourage the workforce to reach its full potential, and which can be delivered on our premises or in a business through a bespoke service. We are developing our offer through partnerships with the universities and FE colleges in the county.

Events - we organise over 150 events each year of varying scale and size. This supports and informs business, helps strengthen supply chains and informs the business community of funding, finance, legislation, opportunities and risks.

Representation – this is a service at the heart of Staffordshire Chambers and is largely to support members. We do take on issues that affect the whole business community and lobby at all levels of policy and decision making.



Staffordshire
Chambers of
Commerce.

Job Description

Job Title:	Staffordshire Skills Hub Helpline Co-ordinator
Accountable To:	Staffordshire Skills Hub Project Manager
Location:	Stafford

Our Vision

All employees of the Chamber are expected to contribute to our vision:

‘Staffordshire Chambers believes that we can help all the people of Staffordshire be more prosperous and have more opportunities, by helping business to belong to the Chamber and do things BETTER’.

Our Values

Our vision is supported by a set of core values which define the standards and behaviours which are expected of all employees:

We are:

- **Bold**
We try new things
We are passionate about making a difference
We always put our members first
- **Excellent**
We achieve the highest standards
We seek to improve continuously
We are committed to equality of opportunity
- **Trusted**
We communicate well
We are consistent in our approach
We put colleagues and customers first
- **Team Focused**
We are an outstanding team
We are focused on achieving our vision
We respect and support each other
- **Ethical**
We represent our members professionally
We make a positive contribution to the community
We act with integrity
- **Responsive**
We are open to change
We respond positively to customer feedback
We maximise opportunities



Job Purpose

The Helpline Co-ordinator will be the first point of contact for all employer and Delivery Partner engagements, so the role is critical to the success of the ESF funded Staffordshire Skills Hub and Brokerage Service. Working with the Project Team and Delivery Partners to build a database of skills, education and training solutions for employers which will be used to provide employers with a prompt response and signposting to the most appropriate solution for their needs.

The Helpline Co-ordinator will receive inbound calls, web enquiries and where necessary conduct outbound call campaigns.

Principal Accountabilities

- Supporting the development, implementation and continuous review of the CRM, Skills Hub website and website database.
- Working closely with the Contract Manager, Skills Advisors and Delivery Partners to provide a transparent and effective process which delivers against employer needs.
- Monitor the volume and details of inbound (social media, calls and web) enquires, reporting to the Project Manager with a view to identifying emerging needs.
- Engaging with all Skills Advisors, Delivery Partners and Chamber staff to support the delivery of the project.
- Engage with key stakeholders in the Chamber to assist in the delivery of the project.
- Deliver regular and accurate project reports and forecasts to the Project Manager detailing engagement activity, new business opportunities, and progress against outcome targets.
- Making outbound calls to target under-represented employers and employees.
- Capture structured feedback and survey data from employers, employees and delivery partners to assess their satisfaction levels and take rapid action to address any issues identified.
- Engage in promoting the Staffordshire Skills Hub.
- Support the commissioning of training packages from within the Delivery Provider network to provide solutions to emerging skills needs.
- Promote apprenticeships to SME employers
- Assist in the completion of a Self-Assessment Report (SAR) and development of Quality Improvement Plan (QIP).
- Conduct risk assessments and ensure that Health and Safety is vigorously and positively promoted to the benefit of learners and staff.



- Ensuring that safeguarding procedures are followed.
- Ensure that the Sustainable Development theme is integral in the role.
- Ensure that Equality and Diversity (with particular focus on Gender equality and Equal opportunities) is integral in the role.
- Support the enhancement of Staffordshire Chambers of Commerce reputation as a trusted partner and advisor in Skills for employers.

General requirements

- Work diligently to meet the requirements of the role
- Use the Chambers' CRM system and others as relevant to the role
- Always seek to improve to achieve the highest quality standards and follow the Chambers' quality assurance operating procedures
- Contribute to the Chambers' commitment to work in a commercially successful way
- Participate in internal/external meetings and training as required
- Ensure that all relevant policies, procedures and working practices are adhered to at all times
- Participate positively in one to ones and appraisals
- Work in accordance with the Chambers' culture, values, aims and objectives
- Act as an ambassador for the Chamber at all times when dealing with members or representing the business
- Contribute to the Chamber's team working environment, taking ownership of issues and supporting colleagues where appropriate
- Be flexible and willing to undertake any other duties that may be reasonably required
- To work from other Chamber offices if required.



Person Specification

Job Title: Staffordshire Skills Hub Helpline Co-ordinator		
Criteria	Essential or Desirable	Method of Identification
<u>Qualifications</u> Qualified to Level 3/ 4 in a relevant subject.	Essential	<i>Application</i>
<u>Proven Experience</u> A proven track record in sales and promotion, particularly telesales and digital media in skills support	Essential	Application /Interview
Proven experience of managing customer relationships	Essential	Application /Interview
Proven experience in the identification of skills gaps and an understanding of resource availability	Essential	Application /Interview
A good understanding of the ESF Operational Programme 2014-2020	Desirable	Application /Interview
<u>Knowledge, Skills and Abilities</u>		
Commitment to achieving the Chambers' vision	Essential	Application /Interview
Able to contribute positively to the Chambers' BETTER values	Essential	Interview
A detailed understanding of DWP, Skills Funding Agency and European Social Funding training provision available for employers.	Essential	Application /Interview



An understanding of the ESF Operational Programme 2014-2020	Essential	Application /Interview
Effective written communication skills with proven experience of using CRM systems	Essential	Application /Interview
Excellent negotiation skills	Essential	Application /Interview
An understanding of the interpersonal and organisational processes necessary to effectively work with employers	Essential	Application/Interview
Evidence of continuous professional development and updating	Desirable	Application/Interview
Strong awareness of and commitment to sustainability, diversity and equality of opportunity and the quality of the beneficiary experience	Essential	Application/Interview
A proven, positive and creative approach to skills development and delivery	Essential	Application/Interview
Ability to work to a high standard of accuracy and attention to detail	Essential	Application/Interview
<u>Other Attributes</u>		
Professional and friendly approach	Essential	Interview
A full clean driving license and full access to a vehicle	Essential	Application/Interview



Team player	Essential	Application/Interview
Able to work flexibly including evenings and weekends if required	Desirable	Application/Interview



How to Apply

Please send your CV to Sandra O'Sullivan together with a supporting letter detailing how you meet the requirements of Staffordshire Skills Hub Helpline Co-Ordinator and how you support the Chamber BETTER values and why you are interested in this role.

Applications should be emailed to sandra.osullivan@staffordshirechambers.co.uk or posted/delivered to Staffordshire Chamber of Commerce, Commerce House, Festival Park, Stoke on Trent ST1 5BE

Closing date: **28/6/2019**

Thank you for your interest. We hope that this recruitment pack provides all the information you require, however if you have any queries, or would like to have an informal conversation about this role please contact Tom Nadin on 01782 202222.

Staffordshire Chambers of Commerce is an equal opportunities employer

Data Protection

Staffordshire Chambers of Commerce will use any data you provide in your application to assess your suitability for the position advertised. This data will not be further processed unless your application is successful.

All candidate information gathered through our recruitment campaigns will be protected and we will fulfill the requirements of the relevant legislation.

In the case of unsuccessful applicants, we will retain all relevant recruitment paperwork for a period of 12 months in case of any claim/dispute, after this time the paperwork will be destroyed by shredding or other confidential waste disposal methods.

Successful candidates will have their recruitment paperwork retained within personnel files and in line with our data retention schedule.

Staffordshire Chambers of Commerce will not use any form of automated processes in its recruitment decision making.

If you require any further information in relation to the processing of your data, please contact us using the details above or view our HR Privacy Policy at www.staffordshirechambers.co.uk.