

Skills Hub Skills Advisor Recruitment Pack June 2024

Fixed Term Contract Until 31 March 2025

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.

Skills Hub Skills Advisor, Salary £26,000 – £30,000

We have a fantastic opportunity for an enthusiastic and flexible Skills Hub Advisor to join our team. A self-motivated individual who will support the Staffordshire Moorlands Skills Hub with the aim to strengthen skills and training for employees in the local area. Your role as the Skills Advisor will be to provide support to employers in assisting in their skills needs and training requirements. You will be based at our office on Festival Park, Stoke-on-Trent, but the focus of this contract will be covering the Moorlands, so flexibility to travel this area will be required.

You must be hard working, an excellent team player with a positive attitude and have the ability to use your initiative to help provide the best possible service.

We offer an attractive benefits package, a rewarding role in a great team and good opportunities for personal development.

This is a full-time role, working Monday to Friday, a total of 35 hours per week. However, we will consider applications, for a part-time role, if a candidate of the right calibre was to apply.

Further details are available on our web site www.staffordshirechambers.co.uk.

To apply, please send your CV to Suzanne.quinn@staffordshirechambers.co.uk with a supporting statement detailing how you meet the requirements of the role and how you support the Chamber BETTER values.

Closing date: 21 June 2024

Job Description

Job Title:	Skills Hub Skills Advisor (Moorlands)
Accountable To:	Skills Hub Lead Advisor (Moorlands)
Location:	Commerce House, Festival Park, ST1 5BE

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

This post is funded by UK Share Prosperity Fund

The position is a fixed term contract until 31 March 2025

Staffordshire Moorlands Skills Hub

The Moorlands Skills Hub will work alongside a consortium of over 45 delivery partners, subcontractors, and stakeholders, including colleges, universities, and independent training providers. It will build on the successful Stoke-on-Trent and Staffordshire Skills Hub project which supported 400 businesses with accessing skills and training.

The Moorlands Skills Hubs primary objective is to provide advice on accessing education and training that is responsive and accessible to the economy's needs, delivering the most effective skills solutions to employers while providing individuals with better-designed skills that prepare them for the job market. The skills areas for focus will be broken into 3 key areas, vocation, green skills and digital skills.

It will act as a central location where businesses can access funding, coordinate their apprenticeship programmes, receive independent advice on their training needs, and be signposted to local training courses (both accredited and non-accredited).

There will also be a grant element to support businesses in accessing non-accredited training and support.

Job Purpose

As the Skills Hub Skills Advisor, you will play a pivotal role in delivering a UKSPF funded project aimed at supporting businesses in Stoke-on-Trent to increase their employer engagement in the skills system, accessing funding for training through apprenticeship schemes and focusing on upskilling in areas such as green skills and digital. This project is an essential initiative to enhance workforce skills and bolster the economic growth of the region.

The role will be responsible for providing expert advice, guidance, and support to businesses in Stoke-on-Trent, helping them navigate the apprenticeship landscape, and identifying appropriate training solutions that align with their needs and goals. As Skills Hub Skills Advisor, you will play a pivotal role in driving

economic growth and workforce development in the region by promoting skills development through apprenticeships and non-accredited training initiatives.

Principal Accountabilities

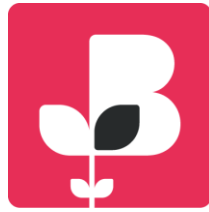
- Business Engagement – Proactively engage with local businesses across different sectors to understand their workforce development requirements, recruitment needs, and training aspirations.
- Training Needs Analysis – Conduct thorough skills gap assessments within businesses and assist in developing tailored training plans to meet their specific needs.
- Apprenticeship Guidance – Provide comprehensive advice and guidance to businesses on the benefits of apprenticeships, available funding options, and the process of employing apprentices.
- Project Data – ensure accurate project data is maintained and stored safely. The information will be stored in both hardcopy and electronic format so expertise in both is critical.
- Apprenticeship Levy Utilisation – Assist levy-paying businesses in effectively using their apprenticeship levy funds to maximise training opportunities and address skills gaps within their organizations.
- Stakeholder Engagement – Cultivate strong relationships with local employers, training providers, educational institutions, and other relevant organizations to foster collaboration and expand the reach of the project. This includes Stoke-on-Trent City Council JET Team and the Ladder for Staffordshire.
- Non-Accredited Training Solutions – Identify and promote non-accredited training options, such as workshops, seminars, and short courses, that can enhance the skillset of businesses' existing workforce.
- Partnership Development – Collaborate with educational institutions, training providers, and other relevant organisations to create a comprehensive network of support for businesses interested in apprenticeships and non-accredited training.
- Funding Support – Advise businesses on available funding schemes and grants to support their training initiatives and ensure they make the most of financial incentives.

- Record Keeping – Maintain accurate records of interactions with businesses, training plans, and outcomes achieved, ensuring compliance with project reporting requirements.
- Knowledge Dissemination – Organise and attend events, conferences, and networking opportunities, working with stakeholders to disseminate best practices and foster knowledge-sharing among participating businesses.
- Monitoring and Evaluation – Monitor the impact of the project's interventions, track progress, and assess the effectiveness of the support provided to businesses.
- Work with marketing colleagues to create a marketing plan and develop marketing material, ensuring it complies with UKSPF rules.

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.

NB: This job description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only, and may be changed at management's discretion in the future.



As a general term of employment, Staffordshire Chambers of Commerce may affect any necessary change in job content, or may require the post holder to undertake other duties, provided that such changes are appropriate to the employee's remuneration and status.

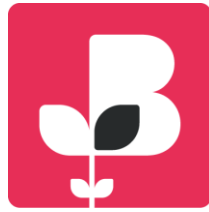
I confirm that I have read and agree to carry out the duties and responsibilities contained in this job description.

Name (Please print): _____

Signed: _____ Date: _____

Person Specification

Job Title: Skills and Apprenticeship Hub Skills Advisor		
Criteria	Essential or Desirable	Method of Identification
<u>Qualifications</u>		
Educated to degree level or equivalent qualification or experience	Essential	Application
Postgraduate degree of equivalent experience	Desirable	Application
<u>Proven Experience</u>		
Proven experience in providing advisory services or consultancy, particularly in the field of apprenticeships, workforce development, or skills training.	Essential	Application /Interview
Experience of Diagnostics related to skills development.	Essential	Application /Interview
Familiarity with skills, training and apprenticeship frameworks, tools, and best practices would be beneficial.	Essential	Application /Interview
Strong knowledge of non-accredited training options and their applicability to different industries.	Essential	Application /Interview



Knowledge, Skills and Abilities		
Excellent communication and interpersonal skills, with the ability to build rapport and engage effectively with a diverse range of stakeholders.	Essential	Application /Interview
Exceptional organisational skills and attention to detail to manage multiple business engagements and workstreams concurrently.	Essential	Application /Interview
Collaborative approach to working with internal and external teams to ensure effective project coordination.	Essential	Application /Interview
Stakeholder management skills and the ability, focus and drive to successfully deliver complex programmes.	Essential	Application /Interview
Proven ability to foster collaboration and facilitate knowledge exchange between stakeholders.	Essential	Application /Interview
Strong analytical and problem-solving abilities to conduct needs assessments, identify challenges, and develop tailored solutions for businesses.	Essential	Application /Interview
Familiarity with skills funding application processes and project reporting is an advantage.	Desirable	Application /Interview
Able to work to strict deadlines.	Essential	Application /Interview
Ability to analyse and resolve complex issues to achieve results.	Essential	Application /Interview

<p>Strong awareness of and commitment to sustainability, diversity and equality of opportunity and the quality of the beneficiary experience</p> <p>Proficiency in MS Office suite and project management software.</p> <p>Knowledge of the local business landscape in Stoke-on-Trent</p>	<p>Essential</p> <p>Essential</p> <p>Essential</p>	<p>Application /Interview</p> <p>Application /Interview</p> <p>Application /Interview</p>
<p><u>Other Attributes</u></p> <p>Professional and friendly approach</p> <p>Team player</p> <p>Able to work flexibly including evenings and weekends if required</p>	<p>Essential</p> <p>Essential</p> <p>Desirable</p>	<p>Interview</p> <p>Application/Interview</p> <p>Application/Interview</p>

Equality and Diversity Monitoring

Staffordshire Chambers of Commerce is committed to equality of opportunity as an employer and recognises the value that a diverse workforce can bring. To assist us to monitor the effectiveness of our equality and diversity practices we may ask you to complete an equality and diversity form which would be included within this recruitment pack. Completion of this form is entirely voluntary and, if you choose not to complete it, this will not affect your application.

This form will be separated from your application form prior to the selection process and therefore information provided does not form part of our decision-making process. The information you provide will be held in an anonymous format by the Chamber and used for statistical monitoring purposes only.

Equality and Diversity Monitoring Form

Staffordshire Chambers of Commerce is committed to equal opportunities and diversity in all its activities. It is determined that in its provision of services and as an employer it will ensure equality of opportunity for all, regardless of age, race, gender (including gender reassignment), disability, marital status, sexual orientation, or religion or personal belief.

To help us implement and monitor this policy please could you provide us with the following information:

1. Gender

Male Female Other

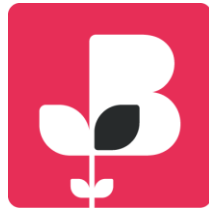
2. Disability

Do you consider yourself to have a disability?

Yes No

If yes, please give brief details:

3. Age 16-25 26-35 35-56+



4. Ethnic Origin

A White

- British
- Irish
- Any other white background, please state

B Mixed

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other mixed background, please state

C Asian, Asian British

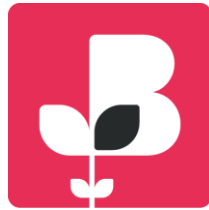
- Indian
- Pakistani
- Bangladeshi
- Any other Asian background please state

D Black, Black British

- Caribbean
- African
- Any other Black background, please state

E Chinese, Chinese British, Chinese English, Chinese Scottish, Chinese Welsh or other ethnic group

- Chinese
- Any other background, please state



5. Sexual Orientation

- Bisexual
- Heterosexual
- Homosexual (Lesbian/Gay)
- Other

6. Religion or Personal Belief (Please state)

Thank you. This information will be kept separate from your application form and will be treated in the strictest confidence.

How to Apply

Please send your CV to Suzanne Quinn, together with a supporting statement detailing how you meet the requirements of the Education Officer role and how you support the Chamber BETTER values.

Applications should be emailed to Suzanne.Quinn@Staffordshirechambers.co.uk or posted/delivered to Staffordshire Chamber of Commerce, Commerce House, Festival Park, Stoke-on-Trent ST1 5BE

Closing date: 21 June 2024

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 Suzanne Quinn on 01782 202222.

Please note that due to the volume of applications we receive we are not able to respond to candidates who are not selected for interview. If you do not hear from us within 10 days after the closing date, please assume your application is not being taken forward on this occasion.

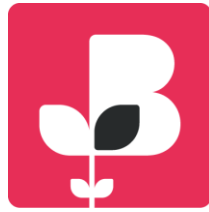
Data Protection

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.



The Chamber will not use any form of automated processes in its recruitment decision making.

If you require any further information in relation to the protection of your data, please contact us using the of view our privacy policy at:

www.staffordshirechambers.co.uk