

## JOB DESCRIPTION

<b>Role</b>	<b>Skills &amp; Business Relationship Manager</b>
<b>Reports to</b>	<b>Senior Programme Manager (UKSPF)</b>
<b>Directorates</b>	<b>Economy and Growth</b>
<b>Department</b>	<b>Skills</b>

### Job Purpose

**To provide a relationship management function that strategically connects businesses, training providers, agencies and residents across the combined authorities area in order to increase availability of, and participation within, skills and employment development opportunities.**

### Key Responsibilities

- To identify and engage with a range of external partners in order to develop a network of practical, holistic and deployable solutions to meet the skills needs of businesses and their employees
- To proactively engage business owners, leaders, training and HR professionals in consultative discussions in relation to accessing talent and skills development.
- Work strategically alongside local partners, agencies and providers to build packages of support that enable business to implement skills solutions thus creating a pipeline of opportunities for both employed and employed residents to move into.
- To have an active presence within skills, employment support and business landscape locally; to actively engage with local authorities, employer responsible bodies and seek to build relationships that unlock opportunities for greater collaboration
- To actively promote the local skills offer to all stakeholders, along with access routes and pathways to widen participation of stakeholders and residents
- To work closely with the wider skills team, specifically internal Skills Relationship Managers to inform and influence CPC provision, direction and strategies.
- Maintain accurate records of activities, engagements and outputs
- Support cross cutting skills activities, that contribute to the delivery of the CPCA Employment and Skills Strategies
- Support the delivery of core events and marketing campaigns
- In addition to the elements in this job description, this role also includes such other duties as the management may from time to time reasonably require.

## Person Specification

### QUALIFICATIONS & KNOWLEDGE

#### Essential:

- Ability to build and sustain effective relationships with businesses and stakeholders
- Business engagement and support in the context of economic and business growth
- Educated to Level 4 (or equivalent) in a relevant area
- Understanding of skills funding landscape e.g. AEB, Apprenticeships
- Knowledge and understanding of the wider skills agenda

#### Desirable:

- An understanding of relevant policy relating to skills
- Understanding of the skills and employability agenda across the region
- Knowledge of Cambridge & Peterborough 'priority' and 'growth' sectors

### EXPERIENCE

#### Essential:

- Demonstrable track record of successfully developing and delivering action plans with businesses and partners
- Experience of working in an external relationship building capacity
- Experience of effective partnership working in the delivery of a service
- Experience of working in skills, apprenticeships, early careers, talent development or related field

#### Desirable:

- Experience of working within 'priority' or 'growth' sectors

### OTHER REQUIREMENTS

- Effective communication skills including written and verbal, and able to engage a wide range of people and organisations via a range of platforms
- Work collaboratively as part of a team
- Excellent organisational skills to include time management of own work
- Ability to prioritise effectively, meet deadlines and achieve targets and implement contingency plans where necessary
- Excellent IT skills including all Microsoft Office software, including the ability to manage promotion of an on-line platform and meet CRM (HubSpot) data entry and management requirements
- 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
- A strong work ethic who strives for continuous improvements. Our emphasis is on outcomes as opposed to just working on getting tasks completed.
- Effective interpersonal skills and strong communication talent.

- Open and honest at all times – trust and integrity are key.
- A team player, working alongside others with positivity and respect.
- A drive to share knowledge and support others.
- Ability to work autonomously and manage own workload – takes ownership.
- Proven background of high attention to detail.
- Presents a positive attitude and takes pride in their work.
- Ability to make decisions and use initiative.
- Outcomes and solutions focused whilst putting the customer at the heart of everything we do.
- Flexible – ability to operate and contribute in a changing environment.
- A willingness to take full ownership of the role and to go above and beyond.