



Job description	
Job title	Apprenticeship Employer Engagement Adviser
Grade	G
Directorate	Regeneration and Economic Development
Section/team	Employment Initiatives
Accountable to	Employer Engagement Co-ordinator
Responsible for	n/a
Date reviewed	April 2025

### Purpose of the Job

Work as a member of the Knowsley Works Service to provide a high standard of information, advice and guidance to residents of Knowsley who are looking to access training and employment opportunities. To work closely with local employers, training providers and Council services in Knowsley, in order to match their requirements with the skills of local people.

Deliver effective and efficient provision of customer services to ensure that the provision is delivered in accordance with the Knowsley Works Service Plan. Provide high standards of customer care and presentation, and play a vital role in the delivery of all employment services

### Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of you. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. To identify new employers wishing to recruit a young person to a specific role.
2. Inform employers about the setting up of the job and the role they have to play.
3. To promote relevant employment schemes on behalf of KMBC to the wider business community.
4. Work with partner agencies to identify clients wanting to follow Apprenticeships /other routes.



5. Arrange recruitment events with all partner agencies and employers to publicise opportunities and maximise take up at various locations around the Borough.
6. Play a lead role in the delivery of open days, short listing and interview sessions through various stages.
7. Organise inductions for the initial period of employment with all relevant Apprenticeships.
8. Manage a case load of clients conducting regular reviews and act as the main contact for employers who experience issues or require other support with the young person.
9. Assist the Employer Engagement Co-ordinator in wider activities relating to employability, and achieving job outcome targets for the programme's customers.
10. Assist with achieving relevant targets set for the team.
11. Assist with monitoring appropriate budgets.
12. Assist with the selection, training and appraisal of appropriate clients/customers/staff to encourage the highest standards of performance and customer service.
13. Deal with comments and complaints promptly and courteously, and ensure that any deficiencies and scope for improvement in the quality of service are dealt with appropriately.
14. Carry out clerical, administrative and financial procedures, meeting appropriate reporting deadlines.
15. Supervise appropriate work placements, including customers and employers.
16. Assist and deputise for appropriate team leaders, for example attending meetings, carrying out specific pieces of work.
17. Participate in monitoring and evaluation of services and use of resources.
18. Practice and promote fair and equal treatment of staff and customers throughout the course of performing all duties contained within this job description.
19. Act within Council and Service Policies, Standing Orders and all current legislation.
20. Open and secure buildings including key holding where necessary.
21. Undertake such other duties as are commensurate with the grade of the post, as may be reasonably required at the initial place of work or at other locations in the Borough and to work across all areas of the Employment and Skills team when required.

### **Health and Safety**

- To use equipment as instructed and trained
- To inform management of any health and safety issues which could place individuals in danger



## Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy,
- Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference,
- Report actual or potential security incidents.

## Knowsley Better Together – Staff Qualities

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities.

- **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.
- **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication.** You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.
- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.