

## Employer Engagement Manager Job Description

<b>Job Role:-</b>	Employer Engagement Manager
<b>Reporting to:-</b>	Head of Employer Engagement
<b>Responsibility</b>	
<p>To manage an allocation of employers to secure, protect and grow business with Highfield in line with KPI and targets. The post holder will play a key leadership role in the business building and supporting relationships with a wide range of corporate employers and their associated training providers.</p> <p>The post holder will deliver outstanding customer engagement skills with allocated customers to maintain the highest levels of customer service and support and promote Highfields values with emphasis on integrity and customer Service.</p> <p>A key responsibility is to ensure all staff in your area of responsibility offer an outstanding end to end service that meets the needs of all clients and raise the profile of HA within the EPAO sector. By monitoring process, customer satisfaction and regular process testing, the post holder will ensure all staff seize every opportunity to convert customer interest into contracted service agreements and ensure service meets all SLAs.</p>	
<p>Ensure teams deliver excellent customer service to a wide range of external customers. This will be achieved by actively engaging customers to identify their requirements, and address any potential and actual issues that arise throughout their contract. The post holder will also ensure all customers receive outstanding service and support through professional relationship building. The post holder will ensure all employer engagement staff in their area of responsibility provide excellent end point assessment services from initial engagement through to contract agreement and pro-actively promote HA at internal and external meetings.</p> <p>The post holder must hold a full, clean driving licence and be prepared to travel across the UK</p>	

<b>Main Responsibilities</b>	
<p>Take responsibility for establishing working relationships with each customer engaged. Support the business development team to secure contracts for end point assessment services. Ensure that client requirements are communicated and that agreements are deliverable and sustainable. Track and report on revenue protection and growth opportunities secured.</p>	
<p>Work closely with your clients so that their strengths, weaknesses, challenges and strategic direction are well known and understood. Use and develop sector knowledge to identify suitable opportunities.</p>	
<p>Drive improvements in Highfield processes to maintain a continuous improvement in your clients' customer experience with Highfield</p>	
<p>Recognise the product and industry knowledge requirements within your team and drive improvements so that your clients receive the best possible advice with regards to Highfield</p>	

solutions
Ensure own and team customer service is always exemplary
Establish and maintain strong working relationships with clients to ensure repeat business
Adhere to all internal processes and procedures required to deliver business services
Complete accurate contractual and operational documentation from allocated customers to ensure all internal staff are aware of bespoke customer arrangements to enable smooth service delivery
To fully adopt, adhere to and embed the company's equal opportunity policy, ensuring that all learners, colleagues and customers are treated fairly and impartially, showing respect for all
To represent the company in a professional manner at all times
Attend trade and promotional events delivering presentations where required
Required to travel and stay overnight
Any other duties as deemed necessary by the line manager
These duties are neither exclusive nor exhaustive and the post holder may be required to undertake other reasonable duties and responsibilities without changing the general character of the post
Carry out duties having full regard for "The Highfield Way of Working" (please see below)
Carry out duties in accordance with the Highfield equal opportunities policy and in compliance with the Health & Safety at work etc. Act 1974 and any subsequent and relevant health & Safety legislation.

### Key Objectives

Drive new and repeat sales through exceptional customer relationship building
Ensure all customers receive outstanding service
Ensure all contract and internal SLAs are met and process observed
Ensure staff adhere to all recognised process and policy
Agree bespoke contract arrangements with employers that are in line with the business development strategy
Promote HA at external meetings to secure new business
Provide accurate and timely qualitative and quantitative reports on key criteria to senior leaders

<b>Essential Experience</b>
Excellent communication, influencing, negotiation and relationship management skills
Corporate Account Management experience
Ability to motivate, manage, lead and develop a team to maximise individual and collective effectiveness
Excellent time management/organisational skills and ability to meet deadlines;
Ability to work under pressure and on own initiative to drive customer spend and meet targets set
Excellent written, oral communication and reporting skills;
Excellent telephone manner;
Keen awareness of confidentiality and data protection issues;
Awareness and understanding of Highfield regulatory requirements;
Good awareness of HR and Equality & Diversity issues;
Excellent knowledge of Highfield monitoring requirements, in order to meet regulatory conditions.
Demonstrable abilities in the use of all office equipment and relevant software programs including Microsoft Office (Word, Excel, PowerPoint, Outlook), Highfield web database and CRM, as required.
Good accuracy and attention to detail.

<b><u>Highfield Way of Working</u></b>
Think customer;
Be passionate about our products and services;
Be a team player;
Accept responsibility for your actions;
Be enthusiastic, honest and confident;
Listen and learn and respect confidentiality;
Be loyal and committed to the Company and your future within the Company; and
To respect all members of the team.
<b><u>Highfield's Commitment to you</u></b>
To build on your strengths and develop your skills;
<b><u>The Highfield Core Values:</u></b>
Quality, Value, Service & Integrity