

**Job Description**

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| Job Title: | Recruitment and Onboarding Coordinator |
| Reporting to: | Business Development Manager |

**Purpose of role:**

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| At SS&L we strive to provide excellent customer service, and as a member of the wider Business Development Team you will play a key role in ensuring we meet this goal.  As Recruitment and Onboarding Coordinator, you will work closely with the Business Development Manager and the Marketing and Communications Manager to oversee and coordinate all learner recruitment, outreach, and enrolment processes. You will ensure a professional, welcoming, and efficient experience from first contact to programme commencement, leading the Customer Relationship Team and Front Door Team so that prospective learners, employers, and partners receive outstanding service and timely communication.  You will also maintain a daily physical presence at the Bridgwater Head Office, including responsibility for opening and closing the centre.  The customer experience — for both internal and external customers — is at the heart of this team, so flexibility, communication, organisation, and a proactive approach are essential qualities for this post.  Whilst the primary function of this role is based in the Business Development Team, there may be times when you are also responsible for undertaking tasks associated with the smooth running of business support, including basic H&S checks, general administration to support curriculum delivery teams, or exam invigilation. |

**Main Duties:**

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| **Team Coordination & Leadership**   * Lead, organise, and oversee the work of the Front Door and Customer Relationship Teams, ensuring clear allocation of responsibilities and smooth handovers between stages of the learner journey. * Monitor recruitment and onboarding pipelines, ensuring progress against targets, timely completion of tasks, and accurate maintenance of trackers. * Provide guidance, resources, and support to team members, enabling them to deliver consistently high-quality service to learners, employers, and partners. * Work collaboratively with other departments to ensure aligned approaches to learner engagement, enrolment, and progression.   **Front Door Team – Learner Enquiries & Initial Engagement**   * Ensure the team responds promptly to all incoming enquiries (phone, email, website, in person) and directs them to the appropriate service or colleague. * Oversee team delivery of school engagement activities, including careers fairs, CEIAG sessions, and partnership management with schools. * Coordinate the team’s attendance at learner-facing events, expos, transition panels, and SEND reviews, ensuring representation is professional and well-prepared. * Ensure robust processes are followed for initial learner assessments, including qualification checks, skills scans, and digital assessments. * Oversee the team’s handling of applications, sign-ups, interview scheduling, and enrolment session support, including ESOL learner processes. * Monitor the bursary process (16–19) within the team, ensuring compliance and timely decision-making. * Ensure the accuracy of information on external platforms (NCS, job sites, Indeed, etc.) and that updates are made promptly by the team. * Support the promotion of learner progression through effective liaison between the team and curriculum colleagues.   **Customer Relationship Team – Employer Liaison & Enrolment Administration**   * Oversee employer communications relating to enrolment, ensuring the team manages applications, enrolment paperwork, agreements, and compliance documentation effectively. * Ensure all funding eligibility and fee remission checks are completed accurately by the team, including those for international learners. * Monitor the processing of training plans, transfer paperwork, and employer-related agreements, ensuring timely completion. * Support the team in identifying and pursuing apprenticeship levy transfer opportunities with employers, working in collaboration with the Business Engagement Team. * Oversee team activity promoting learner progression and progression vacancy fulfilment towards the end of programmes. * Ensure incoming applications are moderated, with suitable candidates forwarded to employers and constructive CEIAG offered to those unsuccessful. * Oversee the re-advertising of vacancies with existing employer’s post-programme. * Maintain oversight of the team’s understanding of apprenticeship funding rules and ensure consistent application of these in eligibility decisions. * Coordinate the completion of DfE agreements and funding applications in collaboration with the Business Development Manager.   **Operational Site Duties**   * Maintain a consistent on-site presence at the Bridgwater Head Office. * Ensure effective arrangements are in place for opening and closing the centre each working day, ensuring security, safety and operational readiness.   **Other Duties**   * Undertake any other responsibilities commensurate with the grade of the post and in line with operational needs. |

**Mandatory Duties:**

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| * Undertake such additional duties as may be reasonably required commensurate with the level of responsibility within the Company. * Commitment to promoting Equal Opportunities * Commitment to the safeguarding and welfare of SS&L learners and staff * Evening or weekend work may be required depending on the needs of the business. * Where the post-holder is requested to work additional hours outside of the normal working day and contracted hours, time off in lieu will be agreed with the line manager |

**Person Specification:**

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| 1. Key Competencies | |
| **Key Competencies**   * Strong leadership and coordination skills, with the ability to manage multiple workflows and teams effectively. * Excellent organisational ability, with a focus on accuracy, prioritisation, and meeting deadlines. * High-level interpersonal and communication skills, capable of engaging positively with learners, employers, colleagues, and external partners. * Proven ability to oversee compliance with policies, procedures, and funding regulations. * Skilled in problem-solving and adapting processes to improve efficiency and outcomes. * Confidence in managing sensitive information and maintaining confidentiality. | |
| 2. Work Experience | |
| Essential | Desirable |
| |  |  |  | | --- | --- | --- | | * Experience in coordinating recruitment, enrolment, or onboarding processes in an educational or training environment. * Proven track record of managing and supporting staff to achieve organisational targets. * Experience in stakeholder engagement, including employers, schools, and partner organisations. * Demonstrable experience of working with CRM or learner management systems.  |  | | --- | |  |  |  | | --- | |  | |  |  | | --- | |  | | * Experience managing multiple teams or functions within a customer service or education setting. * Experience with ESFA-funded provision and related compliance requirements. * Experience working with a variety of learner programmes (e.g., Apprenticeships, Skills Bootcamps, Supported Internships). * Experience coordinating large-scale enrolment events or outreach campaigns. |
| 3. Qualifications & Skills | |
| Essential | Desirable |
| * Level 3 qualification or equivalent experience in a relevant field (e.g., Business Administration, Education, Customer Service). * CEIAG L3 or above. * Strong IT skills, including proficiency in Microsoft Office (Word, Excel, Outlook, Teams). * Knowledge of safeguarding, data protection, and equality & diversity principles in an educational context.  |  | | --- | | * Excellent written and verbal communication skills. | | |  | | --- | | * Level 4 or higher qualification in a related field. * Knowledge of MIS/CRM systems used in the education and training sector. * Understanding of apprenticeship funding rules and ESFA compliance requirements. * Training or certification in leadership/management (e.g., ILM). |  |  | | --- | |  | |
| 4. Personal Qualities and Other | |
| Essential | Desirable |
| * Highly organised, with the ability to work flexibly and adapt to changing priorities.  |  | | --- | | * Confident, approachable, and able to motivate and inspire a team. * Committed to delivering outstanding service to learners and employers. * Reliable and punctual, with a strong sense of responsibility for operational duties (including opening/closing the centre). * Commitment to SS&L’s values and to safeguarding and promoting the welfare of children, young people, and vulnerable adults. |  |  | | --- | |  | | * Knowledge of local education, skills, and employment landscapes in Somerset and the South West. * Ability to contribute to strategic planning in learner recruitment and onboarding. * Willingness to undertake training to support professional development. |