

Role Title	Early Talent and Apprenticeship Co-ordinator
Reports to	Early Talent and Apprenticeship Partner
No. of direct reports	0
Full / Part Time	Full time
Grade	C2
Location	Flexible
Created/Updated by	Manuel Thompson-Oloko
Created/Updated on	25/08/2023

Helping people, organisations and economies develop their skills for growth

For over 140 years we have worked with people, organisations and economies to help them identify and develop the skills they need to thrive. We understand the life changing link between skills development, social mobility, prosperity and success.

We partner with our customers to deliver work-based learning programmes that build competency, to support better prospects for people, organisations and wider society. We create flexible learning pathways that support lifelong employability, because we believe that people deserve the opportunity to (re)train and (re)learn again and again – gaining new skills at every stage of life, regardless of where they start.

We're a Royal Chartered Institute and a registered charity, everything we do is charitable. We invest our surplus into expanding and enhancing our solutions across all of our brands, to meet the changing needs of organisations and industries. And through our City & Guilds Foundation we amplify our purpose by focusing on high impact social investment, recognition and advocacy programmes which remove barriers to getting a job, celebrate best practice on the job and advocate for jobs for the future.

The City & Guilds community of brands includes Gen2, ILM, Intertrain, Kineo and The Oxford Group

Our values

Our values **Inspire, Improve, Achieve** and **Trust** are core to everything we do, and makes us who we are. They underpin the way we work, from how we treat our people right through to how we design our products. Living these values in everything you do at City & Guilds will not only make this a great place to work, but ensure you thrive and are successful in your role.

Job Summary

You will support the Early Talent Apprenticeship Partner to operationalise an award-winning Early careers strategy with diverse feeder programmes and varied routes to market demonstrating we lead by example and are fully inclusive. Key metrics for success will evaluate progress as our programmes evolve and grow with our business, maintain strong links and networks to share success.

What you'll be doing

- You will support the deployment of City & Guilds early talent and apprenticeship strategy – aligning social mobility and DEI with key objectives
- You will own the hiring process in alignment with our systems & processes; develop and maintain strong relationships with hiring managers and provide coaching and support throughout the hiring process, offering a best-in-class candidate experience that is highly professional and ensures a positive impression of City & Guilds as an employer
- You will manage partnerships with third parties e.g., charities with expertise in supporting in areas of health and wellbeing as required upon recruitment e.g., youth charities to support younger entrants to the labour market.
- You will monitor and coordinate all apprentice activities including learning, mentoring and events
- You will support the development and delivery of work experience and internship programmes across the organisation
- You will be fully immersed across multiple City & Guilds' teams to collaborate and effectively embed early talent and apprenticeships and to champion as gold standard
- You will contribute to Ad hoc projects across early talent and apprenticeships - to support attraction, development & retention – e.g., social media posting, EVP, Careers site

How success will be measured

- Work within agreed service performance and team measures to deliver accuracy, service quality and compliance
- Candidate feedback collected at all stages, analysed, and improvements suggested
- Resourcing metrics indicate positive change in areas identified under Inclusion & Diversity priorities
- Ensure that processes are in place and working well to administer and manage our employee apprenticeship programme.
- Process in place to manage learner sign off as ready for end assessment.
- Supporting and providing recommendations to the Apprentice recruitment process (for external applicants and internal staff).
- Line manager and mentor training in line with best practice recommendations.
- % target of apprentice applicants from City & Guilds Internship and work experience schemes met through the recruitment process

What we're looking for

We can't live without...

- Proven hands-on Early Talent experience – working with diverse groups
- Excellent relationship/stakeholder management
- Passion & experience of developing people
- Best practice sourcing, selection and assessment methodology
- Intermediate use of technology (systems and MS Office)
- Effective written communication skills, including writing engaging advert copy and other recruitment support materials
- Team player who can also work independently with a strong desire to deliver exceptional service
- Ability to multi-task and work at pace to deliver outstanding results

The way we prefer to work

Behave as one inclusive team

Contribute to a feeling of being one inclusive team. This means:

- Treating everyone with equity and fairness
- Being curious about other people and teams
- Understanding how the organisation operates and your role in it
- Being honest and respectful in communications
- Creating a feeling of belonging
- Driving inclusivity and diversity locally
- Paying attention to your and others' wellbeing

Collaborate

Collaborate with colleagues and externally with customers and partners to deliver great work. This means:

- Treating everything as an opportunity for a win-win
- Seeking input from others and using it
- Expressing yourself clearly and consistently
- Engaging people so that they get on board
- Trusting and supporting people

Focus on the customer

Make sure that the needs and hopes of external and internal customers drive what we do. This means:

- Being great at listening and understanding
- Making things easy
- Being responsive and proactive to what customers want
- Making sure that things are high quality and always improving.

Do what you say you are going to do

Being consistent in delivering on promises. This means:

- Starting with a positive intent
- Setting clear expectations
- Taking personal ownership to deliver on your own commitments and supporting others to do the same
- Holding yourself and others to account for delivery against those expectations
- Being conscientious and driven

Proactively find and take new opportunities

Taking the initiative in every situation. This means:

- Continuously looking for opportunities to improve the organisation, yourself, and your areas of responsibility
- Always stepping up to get involved
- Being brave and bringing challenge to colleagues in order to make things better for our customers

Welcome feedback and continuously learn

Continuously develop your skills and how you work. This means:

- Treating every day as an opportunity to learn
- Being open to new perspectives, experiences, and feedback, recognising it helps you develop
- Giving feedback openly and honestly
- Being aware that your own ideas may not be perfect, and your perceptions can change
- Be open about mistakes and use them to learn
- be comfortable with ambiguity and not knowing everything