



## Accountability Profile

<b>Job title:</b>	Employer Engagement Coordinator
<b>Employer:</b>	Mploy Solutions Ltd
<b>Location:</b>	Northwich
<b>Contract:</b>	Full time, Permanent
<b>Salary:</b>	£18,000 - £20,000 per annum
<b>Hours of work:</b>	37 hours pw
<b>Department:</b>	Operations
<b>Reporting to:</b>	Operations Manager

*NB. The information outlined below is the purpose of the post, i.e. why it exists, and the key accountabilities of the post holder, i.e. the outcomes required of the post. This is not a list of tasks or duties, as post holders are required to perform any reasonable task within their competence to deliver the stated outcomes*

<b>Job purpose</b>
To support the delivery of high levels of employer engagement and customer service in Mploy’s identified markets and sectors to support the Company in meeting its specific business targets.
<b>Key Accountabilities</b>
<ul style="list-style-type: none"> <li>• Coordinate education/employer liaison utilising MAPS to ensure designated customer contracts are delivered to required specification and timescales.</li> <li>• Follow up leads with new and existing employers generated by marketing and lead generation function to engage them to support a range of Mploy’s activities to agreed targets.</li> <li>• Generate leads through cold calling as required in specified industry sectors/geographic areas or projects to achieve set targets for lead generation and conversion rates.</li> <li>• Manage and coordinate a range of placement “Job Books” ensuring high quality employers and job descriptions to meet customer targets.</li> <li>• Support the coordination and administration of bespoke and standard work experience programmes in identified specific markets such as Colleges and UTC’s to ensure customer contracts are delivered on time.</li> <li>• Promote sales of other products and services through every contact made such as work placements to specific targets set.</li> <li>• Ensure that innovation and flexibility in terms of our products and services is communicated effectively throughout to ensure the quality of our brand is</li> </ul>



always highly valued.

- Support as appropriate with one off, bespoke employer engagement activities as required throughout the year.
- Ensure the Quality of Employer Engagement meets the prescribed targets.
- Achieve Customer Satisfaction targets as outlined in company Business Plan.
- Greet, meet and communicate with customers and suppliers in a friendly and confident manner in order to promote the company at all times.
- Undertake other duties within the scope and spirit of the job role as required within the organisation to meet business needs.

<b>Prepared by:</b>	Norma Guest Managing Director Mploy Solutions Limited
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<b>Date :</b>	August 2019
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