

Job Description

Job Title:	Employer Engagement Officer (Sector Hub) X3
Service Area:	Place Communities and Enterprise
Team:	Local London
Post number:	S007539, S007540, S007541
Grade:	LBR11 - SCP 32 (£45,750) to 35 (£49,056)
Contract Type/ Hours/weeks: <i>E.g. 36 hours/52.14 weeks</i>	Permanent
Base location:	Hybrid Role, Lynton House, 255-259 High Road, Ilford, Essex IG1 1NN
Reports to: <i>Job title</i>	Employer Engagement Manager
Responsible for: <i>Job titles of direct reports</i>	N/A
Role purpose:	To support delivery of the Local London Sector Hub by leading employer engagement activity within priority sectors, contributing to a coordinated, employer-led approach to skills and workforce development across the Local London sub-region. The postholder is responsible for managing day-to-day employer relationships, identifying workforce demand, skills gaps and recruitment challenges, and using this insight to inform delivery activity across boroughs, providers and partners. The role operates with a high degree of independence within defined priorities, taking responsibility for organising and delivering employer engagement activity, making day-to-day decisions in relation to employer relationships and engagement activity, and escalating issues where matters fall outside agreed parameters.
Key external contacts: <i>Organisations</i>	• Employers across priority sectors • Borough employment and skills teams • Further Education /Higher Education/ Adult Education providers and training organisations • Sector bodies and employer networks • GLA and wider partners (as required)
Key internal contacts: <i>Job titles or groups of staff</i>	• Employer Engagement Manager • Local London programme and delivery teams • Local London Strategy and Comms Team • Performance and data colleagues • Other Sector Hub Officers

Financial dimensions: <i>Budgetary responsibility & amount. Equipment, cash, property etc. for which employee is responsible.</i>	• The postholder does not hold budget responsibility. • Supports delivery within agreed programme resources. • Ensures activity is aligned to funding requirements, outputs and reporting expectations.
Main Responsibilities	Employer engagement and relationship management: Independently manages relationships with employers across priority sectors, acting as the primary day-to-day contact for employers engaging with the Sector Hub. Engages employers to understand workforce needs, skills gaps and recruitment challenges, and determines appropriate engagement activity within agreed priorities. Embeds cross-cutting principles relating to green, digital, AI and inclusion across employer engagement activity. Sector Sector insight and coordination: Proactively identifies, analyses and interprets employer insight to shape and inform Sector Hub delivery activity. Independently coordinates employer engagement activity across boroughs and skills and employment partners, determining appropriate approaches within agreed priorities. Actively identifies and addresses duplication in employer engagement activity and takes responsibility for improving system navigation and responsiveness for employers. Supporting provision and pathways: Work with partners to support alignment of provision to employer demand. Support development of sector pathways linking residents to employment opportunities. Promote inclusive access to opportunities across all activity. Partnership working: Works independently with boroughs, skills and employment providers and partners to support coordinated delivery across the Local London area. Leads operational-level engagement with partners, contributes to meetings, forums and engagement activity, and takes responsibility for progressing agreed actions within defined parameters, escalating issues where required. Decision making: Makes day-to-day decisions relating to employer engagement activity, sector engagement and stakeholder interaction within agreed priorities and delivery plans, escalating issues where decisions fall outside delegated responsibility Performance, data and reporting: Maintains accurate and up-to-date records of employer engagement and activity. Takes responsibility for ensuring data is complete, timely and compliant with programme requirements, and supports performance tracking and reporting in line with agreed KPIs. Operational support: Support day-to-day delivery of Sector Hub activity, including coordination of meetings and engagement

	activity. Assist in preparation of reports, updates and materials for internal and external stakeholders. Ensure activity is organised and aligned to delivery plans and timelines.
Other considerations: <i>E.g. working patterns</i>	• The postholder will be required to travel across Local London boroughs and attend meetings with partners and employers. • Some evening or out-of-hours work may be required to support employer engagement activity. • The role will involve hybrid working in line with Council policy.
Operational Support	• Provide support to the Sub-Regional Sector Hub Manager in delivering the Sector Hub, including coordination of activity and engagement across partners. • Support employers to navigate the skills and employment system, linking them to appropriate provision, programmes and partners. • Provide support to boroughs, providers and partners to enable coordinated delivery and alignment to Sector Hub priorities. • Assist in resolving delivery issues and escalate where required.
Data management, audit, evaluation and programme closure	• Maintain accurate and up-to-date records of employer engagement and Sector Hub activity in line with programme requirements. • Input, update and manage data across relevant systems, ensuring consistency and data quality. • Support collection of outputs and outcomes data, aligned to KPIs and reporting requirements. • Work with performance and data colleagues to support monitoring, reporting and performance tracking. • Ensure all data is handled in line with data protection and information governance requirements.
Communication	• Act as a key point of contact for employers, boroughs, skills and employment providers and partners in relation to the Sector Hub. • Ensure clear, consistent and timely communication across Local London, GLA and wider stakeholders, aligning messaging to agreed priorities and delivery activity. • Provide clear written and verbal updates on progress, risks and outcomes for governance boards, partners and senior stakeholders. • Translate complex system activity and employer insight into concise, accessible messages for a range of audiences. • Support effective communication between partners to enable coordinated working and reduce duplication across the system.
General accountabilities and responsibilities	
Green Statement	This will involve:

	Seeking opportunities for contributing to sustainable development of the borough, in accordance with Redbridge Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.
Data Protection/Confidentiality	This will involve: - Complying with the General Data Protection Regulation (GDPR) as it applies in the UK, tailored by the Data Protection Act 2018.– treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles and in accordance with Redbridge Council information governance policies, and any programme funder-specific information governance and security requirements. - Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures. - Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory and external funder requirements.
Conduct and Whistle blowing	This will involve: Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistle blowing) are protected and may make them without fear of recrimination.
Safer Working	This will involve: Commitment to safeguarding and promoting the welfare of children, young people, and vulnerable adults. Where you work in such a post the Council will require a DBS Disclosure check and references will be taken up prior to interview.
Equalities	This will involve: Complying with Redbridge Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.
Customer Care	This will involve: Complying with Redbridge corporate customer service standards and promoting the development of high quality, individualised and customer-led services.
Health and Safety	This will involve: Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.

To contribute as an effective and collaborative member of the team	This will involve: • Taking responsibility for continuing self-development and participating in training and development activities. • Participating in the ongoing development, implementation and monitoring of the service plans. • Supporting and contributing to value for money, service efficiencies and improvements.
Flexibility	This will involve: • The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager and are broadly within the grading level and competence.

Person Specification

Role Title:	Employer Engagement Officer		
	Method of candidate assessment: Application Form (A), Interview/ Test (I) Weighting: 3 = most important, 1 = least important	Method	Weight
Minimum education/ educational ability	• Educated to degree level or equivalent experience.	A	3
Minimum experience/ knowledge/ skills:	Essential • Experience of building and managing relationships with employers or working successfully in an employer-facing role. • Understanding of employment, skills or training provision. • Experience of working with multiple stakeholders or partners. • Experience of supporting delivery of programmes or projects. • Ability to organise and manage workload, prioritising effectively to meet deadlines. • Good communication and relationship management skills. • Ability to collect, record and use data to support delivery and reporting. Desirable: • Experience working in employment, skills or economic development. • Experience working in a public sector or partnership environment.	A A – I A A – I A – I A – I A A - I I	3 3 3 3 3 3 3 3 3

Minimum competencies: Strategic thinking and system leadership	Understands complex systems and is able to align activity across multiple partners.	A - I	3
	Translates employer demand into clear priorities and system responses.	A - I	3
Communicating and Influencing Others	Communicates clearly and confidently with a range of stakeholders, including senior partners.	A - I	3
	Influences without direct authority and builds consensus across organisations.	A - I	3
Working together	Builds and maintains effective relationships across organisations and sectors.	A - I	3
	Promotes collaboration and shared ownership of delivery	A - I	3
Driving Improvement	Drives delivery against agreed outcomes and takes ownership of performance.	A - I	3
Organisation and planning	Manages workload effectively and meets deadlines.	A - I	3
Information	Maintains accurate records and supports reporting requirements	A - I	3

Special Conditions

Working Pattern and travel	The postholder will be required to travel regularly across Local London boroughs and attend meetings with partners, employers and stakeholders.	A - I	3
	The role will involve hybrid working in line with Council policy, with a requirement to attend the office and partner locations as needed.	A - I	3
	Some evening or out-of-hours work may be required to support employer engagement, events and partnership activity	A - I	3
	The postholder will be required to work flexibly to meet the needs of the service and programme delivery.	A - I	3
	The postholder will be required to comply with all relevant Council policies, including data protection and information governance.	A - I	3