

Job Description: FE and Bespoke Training -Relations Lead

Line Manager/responsible to: Operations Director

Responsible for: NA

Base: Home based

Salary: £32,000-£34,000



Summary of Role

Work in collaboration with the wider Relations and Marketing Team to promote, sell and raise awareness of all Portal Training's products and services to existing and new customers across Wales.

Establish and build positive relationships and conduct sales visits to achieve growth, income, and recruitment targets.

Ensure all eligibility evidence is collected and learners are enrolled onto their programmes ensuring a positive, high-quality experience.

Complete information sessions, enrolment, and end paperwork for FE funded training programmes.

Work in collaboration with Portal's Director of Operations to ensure that all required information is forwarded to funding partners within a timely manner.

Work in collaboration with Portal's Marketing, Communications and Design Manager to ensure marketing literature is accurate, engaging and up to date.

Sales and Marketing

- Actively and positively promote all Portal Training products and services.
- Work as a team to achieve FE contracts recruitment and commercial income targets.
- Work in collaboration with Portal's Marketing, Communications and Design Manager to ensure marketing literature is accurate, engaging and up to date.
- Work in collaboration with Portal's wider Relations and Marketing Team to maintain an accurate, up to date and compliant databases to track sales activities and track engagement levels.
- Work in collaboration with Portal's Quality Manger to agree group delivery dates and produce proposals for bespoke training packages/sessions.
- Attend meetings with FE funding partners to ensure ongoing effective working relationships and positive learner outcomes.
- Attend relevant and agreed conferences/events to positively promote Portal's products, services, and brand to secure new business and raise Portal's profile.
- Positively promote Portal enrichment events to achieve desired attendee numbers.
- Ensure all communication is GDPR compliant in line with Portal's Information Security Handbook.

Customer Service

- Respond to and follow up all enquires in a positive, appropriate, and timely manner.
- Ensure positive and professional relationships are developed and maintained with existing and new customers.
- Meeting with customers regularly (with Portal's Professional Development Consultant when required) to review client satisfaction and provide updates on learner progression and feedback.

Support/Administration

- Ensure FE and commercial tracking spreadsheets are accurate and up to date at all times.
- Complete and save agreed SLAs for commercially funded packages/sessions.
- Complete information sessions, enrolment, and end paperwork for FE funded training programmes.
- Forward learner certificates to FE funders in a timely manner (within 2 weeks of the learner completion date).
- Work with Portal's Finance Lead to ensure all work is accurately invoiced.

General Duties

- Update job knowledge by participating in educational opportunities; reading trade publications and attending networking events.
- Take part in any project work deemed necessary by Portal Training's Senior Management team.
- Fully engage with and adhere to Portal Training's company values.

- Embrace Portal Training’s strategies, polices and processes.
- Ensure that all your practices adhere to information security policies, procedures, and legislation.
- Work as a team to ensure continuous quality improvements supporting the company’s journey to excellence.
- Keep outlook calendars up to date at all times.

Key Responsibilities: The above duties are not an exhaustive list and should be viewed as guidance. Your line manager or Portal’s Senior Management team may ask that you take part in additional duties in order to fully utilise your experience, skills and knowledge.

Key Performance Indicators

Measure	QA Activity	Performance Indicators
Core Values	Demonstrate core values	(RAG) Green
Sales	Achieve all FE funded learner recruitment numbers.	100%
	Achieve monthly commercial income targets	100%
	Engage with 2 new employers a month. (Resulting in learner recruitment)	100%

Person Specification:

Personal Qualities

- Excellent rapport building and people skills.
- Excellent communication skills both verbal and written.
- Personable with a proven track record of working with a diverse range of individuals.
- A highly self-motivated individual with a positive ‘can do’ attitude.
- A proven track record in effective interdepartmental relationships.
- Excellent time management.

Essential Experience and Skills

- Excellent communication skills, both verbal and written.
- Experience of working within a business development /sales role
- The ability to research to stay abreast of current matters relevant to client base.
- Experience in delivering presentations.
- A proven track record in forging and maintain excellent working relationships.

Desirable Experience and Skills

- Welsh speaking.