



Position title	LATA Recruitment Support Officer (RSO)
Reporting Relationships	This position reports to the Managing Director
Summary of broad purpose of position in relation to organisation's goals	Responsible to recruit, interview and select suitable apprentices to be join LATA apprenticeship scheme to contribute to contracted profiled LATA starts.
Key Responsibilities	<ul style="list-style-type: none"> • Effectively market the LATA offer to local young people and stakeholders to recruit potential apprentices i.e. referral agencies such as E2E / FLT providers / Connexions / local schools/ youth organisations • To ensure that individual, company and contractual targets are met as agreed with line manager. • Proactively target suitable apprentices through a variety of mediums (i.e. cold calling) to promote LATA apprenticeship • To maintain and build good working relationships with appropriate referral agencies (i.e E2E / Connexions) and to take part in events/ exhibitions/ presentations to promote LATA and its services • Maintain and develop a computerised apprentice database • Respond quickly to apprentice applications and enquiries generated via company website / telephone • Respond within agreed timescale to JHP CNC learner referrals • Manage AVOL vacancies accordingly in relation to TTA vacancies • Contribute to meeting/ tracking annual LATA recruitment and profiled starts. • Undertake exit / review interviews with LATA apprentices based at TTA • Undertake disciplinary/ review or probationary meetings with LATA apprentices that are located at TTA • Develop support mechanisms and routes for LATA apprentices if required i.e. learners with additional social needs • Liaise with TTA staff to support underperforming LATA apprentices • Have a comprehensive understanding of LATA staff handbooks and disciplinary procedures with Apprentices • To work with marketing (inc JHP) to enhance public profile of LATA – inc external publications/ press releases/ organizing open days • Ensuring documentation (i.e. Interview / Initial assessment records) meets corporate and departmental process requirements • Create statistical tools and reports using spreadsheets. • Mentor and support LATA apprentices based at TTA • Review LATA apprentices that are based at TTA's progress and motivation in preparation for work interviews / trials • Work with external partners to encourage learners to progress onto LATA apprenticeships • Close working with HR and Finance dept in relation to LATA – TTA attendance/ disciplinaries / HR issues • Work with schools to develop and enhance our services to 14-19 yr olds • To identify most suitable LATA apprentices who are situated at TTA for Host Company placements • Undertake apprentice interviews to decide whether to be accepted onto LATA as an apprentice • Attend meetings and contribute to projects related to the job role on a company wide basis • Identify early as possible potential apprentices who would be difficult to place and inform operations accordingly



	<ul style="list-style-type: none"> • Provide apprentices with impartial advice and guidance to help them make informed decisions and mentoring apprentices with their host company(s) • IAG to apprentices to support them progressing onto further frameworks • Correctly file and store important documentation • Adhere to stated policies and procedures relating to health and safety, and quality / administrative management. • Adhere to procedures relating to the proper use and care of equipment and materials for which the role has responsibility • To carry out such duties as may be required commensurate with the grading of the post • Professional answering of the telephone and greeting of customers in line with our Customer services policy. • Adhere to and understand company's policies as identified within the Staff handbook.
<ul style="list-style-type: none"> ○ Team Environment 	<ul style="list-style-type: none"> ○ The Recruitment and Support Office is part of the LATA team ○ The RSO is essential in building rapport with colleagues, learners and stakeholders in promoting LATA's vision
Key challenges	<ul style="list-style-type: none"> ○ Establishment and promotion of a new company and new brand ○ Communication and managing relationships with wide range of intermediaries and organisations to promote the LATA apprenticeship ○ Time management essential in planning and meeting targets ○ Interacting with wide range of young people from different eco-social back grounds ○ Reacting and adapting to external challenges.
Environmental Factors	<ul style="list-style-type: none"> • Diverse and flexible role, requiring extensive external meetings

TTP – Job Descriptions

Recommended by:

Present occupant:

Name:

Date appointed:

I have read and understand the responsibilities, performance outcomes and performance indicators described above.

Occupant signature:



Date:

Date reviewed:

Person Profile

Qualifications	Adequate qualifications in maths / English / ICT preferred IAG qualifications
Experience	Essential Experience in working with and communicating with young people Delivering to targets Proactively targeting and using strategies to generate sales Experience of transport / training related industries preferred but training Provided. IAG experience Recruitment experience Knowledge of government funded programmes and agencies
Skills	Essential Demonstrated ability to: <ul style="list-style-type: none">- work in a team environment- prioritise tasks- Conflict management- Confident in potentially highly charged atmospheres- Attention to detail- Time management- deliver quality customer service (including both internal and external customers)- meet deadlines and commitments- communicate clearly verbally and in writing- Methodical approach to following procedures and competing documentation
Personal Attributes	<ul style="list-style-type: none">- Enthusiastic and receptive- Excellent communication skills, ability to exhibit empathy, listen and relate to young people- Take pride in work and surroundings- Absorb changing product information.- Flexible approach and adaptive to continual and varied challenges- Sincere in interactions with people- Responsive to change- Work independently without constant supervision- Work under pressure



Position Objectives:

Critical success factor	Major responsibilities	Performance outcomes	Performance indicators
Targeted and monthly profiled recruitment and LATA starts delivered	Processing applications, interviewing and accepting eligible applicants onto the LATA apprenticeship	<ul style="list-style-type: none"> - Monthly Volume of LATA apprentices starts - Volume of eligible starts - Total number of monthly -- LATA applicants from various areas 	<ul style="list-style-type: none"> - Monthly volume of apprentices applications in line with LATA contract - geographical spread of applications i.e. B'ham - percentage of application that are 16-18yr
Establishment of positive links with referral organisations	- Securing positive and beneficial relationship with local FLT providers / Connexions	<ul style="list-style-type: none"> - External referral agencies are aware of LATA offer and understand our requirements - 	<ul style="list-style-type: none"> - Percentage of apprentices that are 'taken on' and that are referred from external referral organisations - number of events that are supported/ attended - The range of referral agencies that are referring apprentices - Apprentices referred are of a suitable quality
The ongoing support and mentoring of LATA apprentices based at TTA	<ul style="list-style-type: none"> - Mentoring and motivating apprentices - Required performance / disciplinary meetings where required 	<ul style="list-style-type: none"> - Increase in number of apprentices trialed and maintained at Host Companies 	<ul style="list-style-type: none"> - Increase in Good timekeeping and discipline at TTA - Improvement in apprentice retention and placement levels - Positive evaluations and reviews from LATA apprentices
Handling and managing of disciplinary / LATA – TTA exit Reviews	<ul style="list-style-type: none"> - Exit interviews for LATA learners - Termination of FTA 	<ul style="list-style-type: none"> - Planned schedule of end dates and cross department communication 	<ul style="list-style-type: none"> - Following of correct contract law processes - No. of 'appeals' / challenges