

## Education Consultant Job Description

**Job Title:** Education Consultant

**Sector:** Primary/Secondary/SEND/Further Education

**Location:**

**Reports to:** Branch Manager

### JOB OVERVIEW

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As an Education Consultant, you will be responsible for managing a desk that connects educational institutions with qualified teaching and support staff. Your role is critical in ensuring schools and other educational settings have the right talent in place, while also helping education professionals find rewarding career opportunities.

Your key responsibilities will include business development and client management, where you'll build relationships with schools, understand their staffing needs, and ensure they receive the best service. You'll also focus on sourcing and managing a pool of education candidates, from teachers to support staff, ensuring their compliance with safeguarding regulations, such as DBS checks, while matching them to suitable roles.

In this fast-paced, target-driven environment, you will need to be proactive, working to hit placement and revenue goals, while balancing administrative tasks. Your success will depend on strong relationship-building skills, a deep understanding of the education sector, and the ability to maintain high standards of customer service and compliance at all times.

### KEY RESPONSIBILITIES

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- Resource relevant candidates for your clients and forward plan ensuring that you have enough candidates of various disciplines to support your desk needs.
- Proactively communicate with clients via regular calls, service visits, surveys, and mailshots to identify their current and anticipated needs to fulfil via contact of the current database or by advertising through job boards or social media.
- Continuously identify and anticipate the candidate requirements on your desk.
- Maintain and increase our candidate database ensuring candidate contact frequency, spec calls and actions are delivered according to expectations.
- Support the Branch in the clearing 'inactive' candidates, reengaging with the current database and pipelining for future vacancies.
- Implement an achievable annual desk business plan to reflect sales growth revenue.
- Ensure overall achievement to your required daily, weekly, monthly, and annual productivity and sales targets for an exceptional fulfilment rate of candidate and client service levels.
- Update records regularly and accurately across systems according to policy and procedures.
- Keep up to date on relevant legislation, competitors, and local knowledge.

- Adhere to standards and processes related to compliance and Safer Recruitment Practices.
- Manage complaints according to company policy and deliver any feedback to both schools and candidates in a professional and effective way.
- Adhere to company policies, procedures, and work protocols at all times.
- Supervise and contribute to training colleagues as required.
- Update the disciplines and skills on candidates within CRM system
- Maintain an awareness of competitors within the territory you service to continually ensure we are an agency of choice.
- Commitment to Safer Recruitment Practices and ensure that the standards and processes related to Compliance+ are part of your daily practices.

## ESSENTIAL QUALIFICATIONS, KNOWLEDGE, TRAINING AND APTITUDE

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- Excellent customer service skills, effectively addressing client and candidates needs and concerns.
- Effectively time manage, multitask, prioritise, and plan a demanding workload; work towards set goals and meet deadlines.
- Excellent verbal and written communication skills.
- Rapport building skills
- Have knowledge and keep updated on the education market, understanding the regulated requirements including safeguarding and DBS policy and procedures.
- Be proactive and commercially astute.
- Possess excellent organisational and planning skills so that you achieve your desk targets and personal goals.
- Be able to deliver feedback in a diplomatic way
- Excellent presentation skills
- Be accountable for your desk, its growth, and improvements.
- Compassionate towards the aims of the schools you support and the desire to support the organisation's aim of creating capacity in the classroom.
- Maintain a high level of attention to detail, ensuring accuracy in record-keeping and adherence to regulations.
- Proficient in IT skills, with the ability to effectively use tools such as Microsoft Office and CRM system.
- Demonstrate strong organisational skills, including time management and multitasking, with the ability to prioritise tasks effectively in a dynamic environment.
- Show adaptability and a proactive approach to learning and adjusting to evolving compliance requirements and procedures.
- Take accountability for work and collaborate effectively within a team environment.

## GENERAL ORGANISATIONAL OBJECTIVES

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- Personal commitment to recognise the Company quality policy and objectives and maintain an understanding of the company's quality management system
- To assist in the positive promotion of the Group and its services in all contacts with relevant stakeholders, internal and external
- To maintain a high standard of conduct and work performance to promote the Group's reputation with customers, suppliers, and other employees
- To act in accordance with the Group's policies and procedures at all times and contribute to continual improvement activities
- Engage in professional development sessions aimed at continually improving professional growth and improving quality service provision
- Participate in Performance Development and Review processes.
- Preparedness to meet the broader needs of the company while meeting the specific objectives of the role.
- Ability to work effectively independently, and as part of a team, to work productively with limited supervision and to work to deadlines.
- Demonstrated commitment to teamwork and the maintenance of a supportive work environment.