

## Job Description

### Engagement Executive

<b>Department:</b>	Engagement and Service Delivery
<b>Reports to:</b>	Head of Apprenticeships & Stakeholder Engagement
<b>Location:</b>	Corby with occasional UK travel required

#### Job purpose

To maintain and build employer and provider partner relationships and business, aiming to be “partner of choice” in the management and leadership space

To lead the operational relationship with lower priority partner contracts to ensure engagement, to include:

- developing and delivering implementation and engagement plans for partners within agreed service levels using virtual and digital approaches
- introduction and supporting the use of self service options to by partners
- providing a point of contact for the partner across CMI
- delivering support, guidance and problem solving to the partner in collaboration across CMI
- working with Engagement Managers to support partners with Apprenticeship related activity
- supporting Engagement Managers to deliver the responsibilities associated with specific Strategic Contracts as needed.

And to:

- Provide real value to the Partner relationships and to strive to improve customer service standards and delight our Partners, monitored through improving customer satisfaction and NPS and assisting in encouraging learners to continue to develop themselves and become members after their course ends.
- Help to identify new opportunities and leverage relationships with partners to pass over to the relevant Relationship Manager
- Be a credible ambassador for CMI, role modelling CMI values and its professional code of conduct at events and meetings.
- To provide real value to the Partner relationships and to strive to improve customer service standards and delight our Partners, monitored through improving customer satisfaction and NPS
- To help to identify new opportunities and leverage relationships with partners to pass over to the relevant Relationship Manager
- Be a credible ambassador for CMI, role modelling CMI values and its professional code of conduct at events and meetings.

#### **CMI Resources**

- To comply with internal and statutory procedures relating to finance, IT, the environment, equipment and health and safety.
- To securely hold and maintain CMI data in support of our business and partners in compliance with our policy, legislation and good practice.
- To ensure that any issue that could affect your performance, health and safety, motivation, and engagement are brought to your manager’s attention.
- Support colleagues to provide capacity and resilience across the team where required.

#### **Success Criteria**

- Continually achieving our objectives for our new and existing partnerships and other Key Performance Indicators including:

- High level of satisfaction and engagement underpinning ever stronger relationships measured through surveys, net promoter and management of complaints
  - helping ensure more and more students/learners convert to membership after their programme
  - Increase value and quality of partner accounts
- helping CMI build a high profile and presence in each of our target sectors measured through surveys and PR coverage
- constantly building skills and expert knowledge through self and on-going personal development

*The CMI approach is to work collaboratively and flexibly and you may be required to take on additional responsibilities as and when required to support the business*

*It is your responsibility to ensure that your own professional development and knowledge of CMI products and services are fully up-to-date at all times and you should optimise all CMI resources available to you as well as make your line manager aware of any training required to enable this.*

*CMI is an equal opportunities employer. You should be committed to ensuring that within the framework of the law, that our workplaces are free from unlawful or unfair discrimination as defined by the Equality Act 2010.*

**Name**.....

**Signed**.....

**Date**.....