



Job Description and Person Specification

Job title:	Retail Liaison Officer
Level:	Support
Accountable to:	Retail Liaison Manager
Key relationships:	Retail Liaison colleagues, Curriculum & Delivery teams, Marketing team, Student Support Services, Students, Industry networks, other professional and support services
Hours:	37 hours per week
Salary:	Officer salary grade

About the FRA:

The Fashion Retail Academy, awarded Ofsted Outstanding, is a unique, employer led college. It was founded in 2005 as a unique private-public partnership with investment from the retail industry matched by the government.

We offer a wide range of specialist fashion Diploma, Degree and Short courses, many of these exclusive to the FRA, for students of all ages with start dates throughout the year. Our courses are developed to provide the student with a combination of an in-depth knowledge of Fashion Retail and hands on practical experience of the work environment. Most full-time courses provide a guaranteed work placement with a major high street brand, ensuring graduates leave with a wide range of skills and experience to take them into the workplace.

Our success lies in providing the fastest route to work, simultaneously giving students vocational experience and support to find a job role on graduation.

Purpose of the role:

Working across departments with the Retail Liaison Coordinator and Manager to ensure that all eligible students attending the Fashion Retail Academy receive a relevant and complete work placement in the fashion retail industry.

Key responsibilities:

1. Using databases and an employer contact system to ensure accurate data capture for analytical and reporting purposes.
2. Attend placement briefing with Retail Liaison Coordinator/FE/HE Enrichment tutors.
3. Complete all administration tasks for work placements, including general correspondence, assessing statistics for feedback, developing and maintaining full brand contact database and work placement records and archives.
4. Ensure all placement feedback is received and input to the work placement tracker.
5. Support on Career's Days as well as Industry Weeks and assessment centres.
6. Attending meetings with retailers both internally and externally, under the direction of the Retail Liaison Manager/Coordinator.
7. Support Enrichment Tutors with placement literature and induction process.
8. Assisting with recruitment activities by advertising vacancies on behalf of retailers via LinkedIn etc. with the Marketing team.

Other:

- To perform any other duties consistent with this position as may from time to time be assigned to you by your line manager or as required anywhere within the FRA.
- To be committed to your own development through effective use of the FRA's performance review scheme and staff development processes.
- To support the delivery of the FRA's strategy as it relates to this position.
- To work collaboratively with the wider business and support the work of academic, curriculum and support functions teams as may reasonably be required in the delivery of the FRA's strategic plans.
- **Safeguarding.** Comply at all times with the FRA's safeguarding policy and play an active role in maintaining and promoting students' safety and security in their learning environment.
- **Equality and diversity.** To be committed, adhere to and promote the FRA's Equality and Diversity policy at all times.
- **Health and Safety.** Abide by and raise awareness of health and safety in line with FRA policy and procedures.
- **Data Protection.** To understand your own responsibilities, be committed to and comply with all FRA's policies, procedures and guidelines with respect to the collection, processing, storing and sharing of all personal information as it relates to this position to comply with GDPR.

This job description should not to be regarded as exclusive or exhaustive. It is intended as a summary outline of the current areas of activity and it may be subject to modification from time to time as necessitated by the changing needs of the FRA.

Updated September 2018

Person Specification		
	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Minimum A-level or equivalent experience 	<ul style="list-style-type: none"> • Relevant degree or equivalent
Experience	<ul style="list-style-type: none"> • Experience of working within a customer focused environment • Experience of working with a range of different stakeholders and customers • Experience in an administrative function 	<ul style="list-style-type: none"> • Retail industry experience
Knowledge	<ul style="list-style-type: none"> • Understanding of, and commitment to good customer service • Understanding of, and a commitment to equal opportunities 	<ul style="list-style-type: none"> • An interest in the subject areas covered by The Fashion Retail Academy curriculum
Skills	<ul style="list-style-type: none"> • Good working knowledge of Microsoft Office packages of Word, Excel, PowerPoint etc. • The ability to work effectively as an individual and collaboratively as part of a team • The ability to prioritise workload to meet deadlines • Flexibility and resilience to cope with a wide range of tasks and a fast changing environment and future developments • Excellent verbal and written communication skills 	<ul style="list-style-type: none"> • The ability to create and work with a range of data bases and CRM systems, Rems and Moodle • Creative ideas to enable constant improvement.
Attributes/ personal characteristic	<ul style="list-style-type: none"> • A commitment to the delivery of high quality services • An enthusiastic and friendly attitude. • Ability to develop and maintain sound working relations with key internal and external stakeholders. • Positive approach to change 	

Person Specification		
Essential		Desirable
	<ul style="list-style-type: none"> • Proactive, self-motivated, flexible – doing what needs to be done and prioritising students and service needs • Commitment to own professional development • Commitment to practicing the FRA’s values 	

Living and Practicing the Fashion Retail Academy’s Values:

PROFESSIONAL – working with the utmost of honesty and integrity in all that we do, we care about the outcome

GOING THE EXTRA MILE – more than a statement, it is a state of mind. We have rigour and a relentless focus on the outcome, exceeding the expectations of our stakeholders.

INSPIRATIONAL – We motivate people to achieve great things and through demonstrating passion in our actions we are role models for others.

FLEXIBLE APPROACH – working collaboratively at all time we are adaptable and responsive to changing circumstances. We think and act creatively and are prepared to find new ways of achieving the outcome.

COLLECTIVE RESPONSIBILITY – every staff member takes responsibility for the FRA’s direction of travel and innately understands how their work contributes to our strategic plan.

