

JOB DESCRIPTION & PERSON SPECIFICATION

JOB TITLE	Outreach Advisor
DIVISION	Health & Wellbeing
DEPARTMENT	Outreach
LINE MANAGER	Head of Outreach
SALARY	£26,780 + £3,500 car allowance
LOCATION & TRAVEL REQUIREMENTS	Flexible - home working with travel to Head office and UK-wide
<p>JOB PURPOSE</p> <p>The Outreach Advisor will:</p> <ul style="list-style-type: none"> • Work as part of Ben's Health and Wellbeing team, supporting peers and ensuring focus is always on our shared goal to support our automotive family • Raise awareness of Ben and its services to Automotive employers and individuals in the automotive industry • Focus on micro, small and medium with <250 automotive employees • Proactively engage with employers via various channels such as social media, email and at events • Strive to exceed team targets and achieve delivery goals • Provide communications and interactions with clients, partners and other stakeholders that are effective and professional • Ensure excellent interdepartmental relationships are maintained and fostered at every opportunity • Share and collate information that can be used to identify potential new delivery opportunities • Map/Research delivery areas, maximising delivery opportunities whilst being conscious of resource time and expense • Share best practice, ideas and suggestions for new initiatives and developments in relation to proactive services Ben might provide to the industry • Maintain accurate records of all activities, and record these in line with our defined processes • Provide regular reports as required by your line manager and other Health and Wellbeing colleagues • Ensure knowledge is up to date on all of Ben's services, products, events, and campaigns 	
<p>Additional</p> <ul style="list-style-type: none"> • This role will require extensive travel both locally, regionally, and periodically across the UK to meeting business needs • Overnight stays will be required to meet service delivery • Be prepared to undertake Continuous Personal Development that will enhance your role • Represent Ben to the highest of standards in all aspects of your role, particularly when operating in the external environment with industry partners and their employees 	

There may be times when the Outreach Advisor will be required to support additional duties and / or projects. This will be discussed with the Head of Outreach and agreed with the Outreach Advisor.

PERFORMANCE MANAGEMENT & REPORTING EXPECTATIONS

- Agree personal and performance KPI's and objectives with active participation in Ben's annual appraisal process (including attending 12 month and 6 months review meetings)
- Participate in monthly review and quarterly performance review meetings and provide a summary of areas discussed and actions within a week of the meeting taking place
- Agree work priorities as applicable during monthly and quarterly review meetings
- Ensure any monthly, quarterly, and annual reports are submitted as required in a timely manner
- Attend team meetings (as required) – this may include travel and / or overnight stays

EXPERIENCE, KNOWLEDGE, SKILLS, VALUES & BEHAVIOURS

EXPERIENCE

- Experience of providing information / presentations to groups of people
- Experience of communicating clearly via different methods
- Experience of using system such as salesforce
- Experience of organising a diverse workload
- Experience of working within professional boundaries
- Proven ability to plan and manage resources

KNOWLEDGE

Knowledge / Qualifications (E = Essential / D = Desired)

- Numerate and literate, with good standard of education (E)
- Understanding of the automotive industry of its needs and requirements (D)
- Knowledge of the latest trends in awareness & engagement / employer engagement (D)

SKILLS

- Creative thinking and a willingness to explore diverse ways of working
- Great interpersonal skills including engaging groups of people who are not immediately receptive
- Driven to continually improve and develop skills and knowledge
- Ability to deliver engaging presentations
- Using change as an opportunity to adapt and grow
- Approaching problems in a positive solution focused way

VALUES & BEHAVIOURS

It is expected that all Ben Employees, will embody and deliver their role in accordance with Ben's core values (PRIDE **Passion, Respect, Inclusive, Driven, Empowered**) fostering the following PRIDE behaviours:

- Working with people – *demonstrating commitment to developing self and others, showing leadership, working as a team, and taking ownership.*
- Delivering business success – *demonstrating analytical thinking, commercial awareness, customer service excellence, drive for excellence, strategic thinking, business acumen.*
- Personal effectiveness – *demonstrating effective communication, drive for results, willingness to make things happen, motivated to influence, and make an impact, excellent organisation and planning and self-confidence.*

In addition to the above areas, the Outreach Advisor will:

- Pursue continuous professional development develop self-awareness and enhance professional skills
- Demonstrate flexibility and be adaptable, being comfortable with change
- Be conscientious and motivated to deliver to deadlines
- Be creative and take a solution focused approach
- Be open and honest and demonstrate integrity
- Be caring and have a desire to help and support others
- Amiable, displaying an approachable manner
- Passionate about the services we deliver, showing excitement and interest
- Seeking to enhance and continuously improve self and the services we provide
- Ambitious and aspiring, with a strong willingness to succeed
- Positive attitude with a willingness to learn
- Show determination and persistence
- Ambitious, innovative, self-motivated and target driven
- Energetic and enthusiastic with a high level of resilience
- Be willing to work evenings and weekends (as required)
- Be willing to travel within the UK as required

It is also expected that all Ben Employees, will:

- Act as an ambassador for Ben maintaining the highest standards of presentation and professionalism at all times
- Comply with all Ben internal policies and procedures including HR, Finance, Health & Safety, Information Governance, and IT
- Ensure health, safety and environmental risks are assessed and managed accordingly
- Promotes a culture which recognises, respects and values diversity and equality of opportunity for our customers and colleagues

All matters concerning the individuals that Ben supports and colleagues that work for Ben are strictly confidential and shall not be divulged or discussed without appropriate consent, except as necessary in the instance of managing risk or professional interest.

UPDATED ON: 1st April 2022

SIGNED BY JOB HOLDER..... DATE: