



This post, as part of the Making a Difference North East project, is part funded by the European Structural and Investment Funds 2014 – 2020 and all activity must comply with contractual regulations.

Job Description

Job title:	Employment Coach (Trainee)
Group:	Careers and Employability
Service:	ESF Making a Difference North East
Reports to:	Employer Engagement Manager
Usual office base:	Specified Area
Grade:	Careers Grade 4

Job purpose:

Provide face-to-face & remote Information, Advice and Guidance to adult customers in a range of community and employer settings, within the context of the contract.

Job objectives:

1. Delivering information, advice and guidance on all matters relating to learning and work, including employment, education and training in 1:1 or group settings, using appropriate resources and tools.
2. Provide intensive ongoing support and mentoring to participants when required, including in-work support.
3. Achieve a range of set quantitative and qualitative targets using a case load management approach, utilising the customer management system effectively; continuing to actively steer the customer journey.
4. To determine the most suitable media for customers and signpost to specialist partners where appropriate.
5. Take a proactive and highly visible approach to developing working relationships with other professionals both internal and external, including providing feedback, agreeing priorities and reviewing arrangements
6. Ensure that all delivery evidence is complete and compliant in line with contract and quality standards and that all customer records are accurate and handled in accordance with appropriate confidentiality and data protection guidance and legislation.



7. Continuously track the customer journey in order to achieve all relevant contractual outcomes using all available interventions including social media, email, SMS. Ensure all interventions are recorded on management information system.
8. Follow and operate within corporate guidance with regards to social media policy and brand guidelines for the contract applicable.
9. Identify and develop new business opportunities and partnership networks.
10. Be responsible for adhering to both local and the Corporate Safeguarding policy and procedures aimed at promoting and safeguarding the welfare of children and at-risk adults and attend mandatory child protection and/or adult protection safeguarding and prevent training.

Scope:

The successful candidate must hold a full driving license, have access to a vehicle and be prepared to travel within the region.

Employment Coaches may be required to work in a range of locations including community venues and employers' premises.

The work may involve working in more than one location and there will be travel involved in the job.

It may be necessary to work outside normal office hours. **It is a requirement to work towards a L4 IAG qualification**

Person specification:

Knowledge

Essential:

- An understanding of and a commitment to, equality of opportunity for all
- Knowledge of the local labour market and issues relating to learning and employment

Desirable:

- L3 in information, advice and guidance
- Using digital and social media in a workplace environment
- Have a detailed knowledge of employment, training and personal development opportunities that are available.
- Knowledge of evaluation methods and how to measure impact of activities

Experience

Essential:

- Recent experience of working with adults in a related field, ideally determining need and supporting customer choices.
- Experience of working in a target driven environment.

Skills

Essential:

- Effective interpersonal, listening and written communication skills
- Ability to create and maintain effective working relationships with customers, partners and stakeholders
- Good organisational and planning skills
- Effective IT skills
- A commitment to CPD

Key Competencies for the role:

Our Values	Key Competency 1	Key Competency 2
Excellence - Creating and Leading Success	Works with others to provide a reliable, efficient service to internal and external clients/learners	Responds effectively to both changing circumstances and to people with different perspectives
Integrity - Supporting and Building Trust	Delivers on their responsibilities and can usually be relied upon to do what they say they will do	Demonstrates an open, unbiased approach and is willing to learn from others
Accountability - Delivering and Improving	Recognises when services are not being delivered to the required level of quality and takes appropriate action	Considers and suggests ideas for improvements to deliver results, sharing this feedback with others in a constructive manner
Collaboration - Engaging and Partnering	Displays enthusiasm around goals, adopting a positive approach when interacting with internal and external stakeholders	Understands how their own behaviour contributes to the sharing of knowledge and ideas

Job Family: Trainee Employment Coach

Education Development Trust are committed to safeguarding and promoting the welfare of children and service users. Applicants must be willing to undergo background checks appropriate to the post, including checks with previous employers and the Disclosure and Barring Service as required.

Version	2
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Doc owner	HR