

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 (Qualified)
Group:	Careers and Employability
Service:	ESF Making a Difference North East
Reports to:	Employer Engagement Manager
Usual office base:	Specified Area
Grade:	Careers Grade 5

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, and support customers to make informed career decisions.

Job objectives:

1. Deliver 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; actively steer the customer journey.
4. Determine the most suitable media for customer and signpost to specialist partners where appropriate.
5. Ensure 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 legislation and guidance.
6. 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.



7. Take a proactive and highly visible approach to developing working relationships with other professionals both internal and external, including provision of feedback, agreeing priorities and reviewing arrangements.
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.

This job description needs to be considered in the context of a developing and evolving area of service delivery and therefore the duties described above will need to be adapted to meet the needs of the project.

Person specification:

Knowledge

Essential:

- L4 in Information, Advice & Guidance
- Knowledge of local labour market and issues relating to learning and employment
- Have an understanding of and a commitment to quality of opportunity for all
- Have a good knowledge of employment, training and personal development opportunities that are available

Desirable:

- Knowledge of digital & social media in a working environment
- 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 communication skills including written and verbal and be able to relate to a wide range of people and organisations
- Work collaboratively as part of a team
- Excellent organisational skills to include time management of own work
- Ability to meet deadlines and achieve targets and implement contingency plans where necessary
- Excellent IT skills including all Microsoft Office software
- Apply a flexible approach to work activities including travel as required to meet business objectives
- Display an open mind and positive attitude to work and colleagues

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: Employment Coaches

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.