

Job Title	Employment Support Officer
Job Family	Specialist Services - Economy
Service Area	Planning & Economy
Band	4
Job Reference	

Reporting to:	Responsible for:
Employment and Skills Specialist	N/A

Team Purpose

The partnership team aims to support and empower people within the geographical area who are significantly disengaged and furthest away from employment or self-employment. The project will enable individuals to develop their own personal progression into employment, self-employment or further training/education. The team will ensure that the Youth Employment Hub partnership succeed in providing an excellent service and support to enable 16-24 year olds to achieve employment

Role Purpose

The ESO will support real employment and self-employment outcomes, by guiding and motivating people to overcome their individual barriers to work and by providing activities to match people's skills and experience to vacancies & a In Work Support Service to ensure employment outcomes are sustained. At a broader level, the programme will enable people to access better housing, achieve stable finances, improve their health and wellbeing, have better functioning families, minimise benefit dependency and reduce crime and anti-social behaviour. They will work alongside and compliment the work that the JCP work coaches provide to young people.

Key Accountabilities

- To engage, build trust and maintain effective rapport with a caseload of participants across the partnership areas
- To conduct a series of in-depth assessment with referred participants to identify; personal & work barriers, job readiness, existing skills & experience, soft/key skills deficiencies, qualifications/training history, and work goals
- To co-create an individual Into Work Plan, informed by the initial assessment, to include a range of planned activities alongside JCP Work Coaches and ensure it is regularly reviewed and updated to document progress and support interventions
- To adopt a holistic approach to supporting participants by identifying barriers that may impact on the participants' progression towards work, such as; household income concerns, criminality, health & wellbeing, caring responsibilities, etc.
- To coordinate wraparound Specialist Support for participants (as required) to tackle personal challenges via a range of JCP initiatives and stakeholder providers
- To proactively motivate and support participants with their Jobsearch activities, implementing comprehensive Jobsearch Tools to enable progression into employment and to work collaboratively with Employer Engagement Teams
- To contribute to "participant case conferences" with JCP partners, employers,

stakeholders and other teams

- To effectively prepare and complete all participant administration and financial documentation, ensuring all records are accurate and kept up to date, to ensure full contractual compliance with Awarding Body standards
- To work in partnership with a network of local agencies and key stakeholders
- To develop and maintain in-depth knowledge of the local labour market including extensive understanding of current benefits regimes and entitlements
- To share best practice with JCP Work Coaches, teams, stakeholders and partners, to drive continuous improvement of the programme
- To regularly attend meetings with funders and other stakeholders'/delivery partners

Key Objectives

Working with customers	Previous experience of coaching, supporting and placing unemployed/ economically inactive people with multiple & complex needs into employment, self-employment or FE/Training
Working towards the Corporate Plan	Restore prosperity to the borough and raise employment levels within the 4 partner geographical areas.
Knowledge of services	An understanding of permissions required for various activities is helpful
Using systems effectively	Mobile technology helpful as this role requires a lot of site visits

Specific Tasks

Teamwork and working with others	The role involves working with established teams within EBC and within the other project partners, external agencies and
Enquiries, reports and service requests	Reports are required by project manager. A member of the team will be on hand to assist. Contributions to internal EBC reports will be required from time to time.
Processing and administration	Maintain safe records of communication with young people, residents and businesses, with particular care for GDPR and other council policies.
Strategy and policy	Provide regular updates to manager to assist with evolving plans
Performance	Clear objectives will be provided as the timeline is short and the content well defined.

Qualifications

- Relevant qualification and/or work experience in specialist area.
- A levels or equivalent/relevant experience
- Hold (or be working towards) a recognised Adult Teaching/Training qualification (e.g. Level 3 Award in Education & Training (PTLLS), Diploma in Teaching in the Lifelong Learning Sector (DTLLS) (desirable)

Knowledge, Skills and Experience

- Previous experience of effective case management of disadvantaged participants, including the delivery of 1:1's, action planning, reviewing progress and implementing appropriate Employability & Jobsearch techniques
- Ability to employ a high level of Emotional Intelligence when responding to the diverse needs of people on the programme
- Ability to negotiate and agree 'SMART' objectives with participants, experienced in giving constructive feedback and able to positively transform negative behaviours
- Possess a passionate and positive outlook, with the ability to build rapport, empower, inspire, and enthuse disengaged participants
- Ability to screen, assess, diagnose and support participants with literacy, numeracy and/ or language needs
- Possess high level communication, interpersonal and presentational skills and understands its importance in both participant relationships and teamwork
- Possess excellent organisational and time management skills, prioritising and managing work according to deadlines and performance targets
- Prepared to work outside normal office hours (as and when required) to support the programme and be prepared to travel around the local area

Specialist Knowledge

- Knowledge and understanding of the Local Labour Market, Sector Skills Gaps, local Employment & Skills provision, Specialist Support Networks, and Education & Training providers

Signed (Job Holder):		Date:
Signed (Service Lead):		Date:

The Way We Work Framework

Central to the delivery of the role are the Council's values (Fairness, Ambition, Empowerment) and behaviours and all employees are expected to work within the Council's 'The Way We Work Framework.' These are shared by all employees and applied to everything we do. The points for each behaviour are shown below:

Behaviours	Definition
Think Customer	Recognise and demonstrate an understanding that customers/partners and customer satisfaction are the foundations of the council's organisational success.
Think Colleague	Be willing to work as part of a team and work collectively towards achieving organisational goals

Think Different	Be willing to be adaptable and open to change, learning new things or take on new tasks as required. Display a 'can do' attitude
Take Pride	Recognise and celebrate your own success and those of your colleagues

All employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility. All employees are required to be flexible to undertake out of hours work as required, meetings outside office hours will be routine and officers will be expected to attend. This job description will be supplemented and further defined by annual objectives which will be developed in conjunction with the post holder.

This job description will be subject to regular review and the Council reserves the right to amend or add to the details.

Key Policies

We are an equal opportunities employer and therefore all staff are expected to comply with our equality policies and help create a work environment in which everyone is treated with dignity, respect, courtesy and fairness. You are also expected to fully comply with Health and Safety Policies and procedures in force to help maintain and develop a safe working environment. In pursuing a practice of continuous improvement and seeking to obtain best value in all aspects of the service, staff will be expected to assist in other such duties as may be allocated for the benefit of the organisation and their own personal development. Staff will be expected to assist if the council has to deal with the results of a civil emergency.