

**JOB DESCRIPTION AND PERSON SPECIFICATION**

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| **Job Title:** | Employment Liaison Officer |
| **HBC Grade:** | HBC4 (£20,092-£21,748) |
| **Service:** | Halton People into Jobs |
| **Division:** | Employment, Learning and Skills |

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| **Main Purpose of the Role** |
| Working under the direction of the Employment and Health Service Manager, the postholder will develop and maintain effective relationships with local employers and act as a key contact for identified skills and recruitment opportunities within these businesses. This will include undertaking a targeted number of business calls, visits to employer premises to source suitable paid/unpaid employment opportunities. This will be achieved through effective employer engagement activity, job matching and preparing individuals for interview or assessment including one to one and group workshops. |

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| **Key Duties** | |
| **1** | To undertake a targeted number of business calls to employers per week with a view to sourcing employment and work experience opportunities for unemployed clients. |
| **2** | To build up a caseload of business accounts within key employment sectors and act as a central point of contact for businesses regards to skills and recruitment requirements, including agreeing job descriptions and negotiating interviews or job guarantees |
| **3** | To follow up sales calls in a timely and effective manner through employer visits and monitoring of outcomes from calls and visits. |
| **4** | To provide a high quality, consistent and professional engagement and job matching service so that the businesses continue to use the service as their key recruitment resource. |
| **5** | To undertake accurate job matching of customers to available skills and recruitment opportunities so that successful and sustainable employment outcomes are maximised and customer and stakeholder satisfaction is achieved. This will involve desk top analysis as well as delivery of regular group workshops, which will provide more intense support for particular job and work experience vacancies. |
| **6** | To ensure that all relevant skills and recruitment opportunities are disseminated to colleagues and that the training and qualification requirements, as determined by the employer, are clearly translated. In this way, employers will be presented with job ready candidates who have been carefully job matched and coached to the available opportunities. |
| **7** | To build up positive relationships with advisors and employability tutors within the |
|  | division and their clients/learners who are seeking work. To quickly gain a good understanding of the skills and abilities of the clients and the type of vacancies they are best suited to and use job matching skills to determine suitable route ways, ILM’s, including sector based/bespoke opportunities. 1:1 support and deliver group workshops such as pre-screening sessions to clients. |
| **8** | To provide regular reports on the number of employer engagement interventions, job opportunities and other training/work experience presented and the outcomes from these to the management team. |
| **9** | To maintain accurate and timely electronic (and where necessary paper based) records of all employer engagement/sales interventions via the in-house Customer Relationship Management (CRM) system. Including daily/weekly vacancy bulletins. |
| **10** | To be prepared to work across the borough as necessary, including undertaking employer visits. |
| **11** | To work within the policies and frameworks set out within the Employment, Learning & Skills Division and Halton Borough Council. |
| **12** | Undertake any other duties and responsibilities as may be assigned from time to time, which are commensurate with the grade of the job. |

The Council and its schools are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff, workers and volunteers to share its commitment.

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|  | **Education** | **Experience** | **Knowledge** | **Skills & Abilities** |
| **ESSENTIAL** | Functional level of literacy and numeracy skills (level 2) or willingness to achieve | Experience of working in a results driven culture, for example, within a sales environment where you are working to set targets | Knowledge of government or local initiatives available to employers | Analytical and problem solving skills e.g. being able to match employers’ requirements with those of job seekers |
| Educated to Level 3 in a IAG, sales, business, employment, training or care related discipline **or** equivalent level of experience in the sales, business, employment, training  or care sector | Experience of working on employability or training programmes to assist people into or back to work | Understanding of government and other funded programmes e.g. Apprenticeships, Self-Employment, Graduate Internships, work experience etc. | Ability to communicate effectively with a wide range of audiences e.g. HR  managers, JCP advisors, customers  (oral/written) |
|  | Experience of working with employers, for example recruit to vacant positions | Knowledge of equality and diversity issues | Excellent customer service skills |
|  | Experience of job searching/job matching using a variety of tools, methods and resources both 1:1 and group sessions |  | Well organised and disciplined e.g. effective diary and time management |
|  | Experience of effective team working to achieve results |  | Self-motivated and able to work under own initiative |
|  |  |  | IT skills including use of database, spread sheets, word |
| **DESIRABLE** | Training qualification | Experience of delivering training sessions |  | Effective representation and presentation skills |
| IT qualification | Experience of supporting people with particular barriers e.g. disability |  |  |
| **HOW**    **IDENTIFIED** | Production of qualifications at interview | Application / Interview / Assessment | Application /Interview / Assessment | Application / Interview /Assessment |

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|  | **Other requirements of the post** |
| **ESSENTIAL** | Ability to develop and maintain effective working relationships with employers, clients and partner agencies |
| Mobile and able to work across Halton |
| **DESIREABLE** | Must be flexible and willing to work outside normal office hours if required |
| Must be adaptable and willing to accommodate changes in working practices |
|  | Interview / Assessment / Production of documentation |
| **HOW**  **IDENTIFIED** |  |

Please note: Front line posts with direct customer contact should include a statement detailing the spoken English language requirements of the post.

For office use only:

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| **Date Created:** |  |
| **Agreed by:** |  |

This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility.