

**JOB DESCRIPTION AND PERSON SPECIFICATION**

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| Job Title: | Employment Specialist (Work and Health Pioneer Programme) |
| HBC Grade: | **HBC5** |
| 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 one of the Work and Health Programme Pioneer Team Leader, the post holder (Employment Specialist Pioneer Programme) will work within a small team providing a bespoke employment support service to Economically Inactive residents to assist them in seeking, obtaining and sustaining employment. |

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| **Key Duties** | |
| **1** | Provide a bespoke employment support service for Economically Inactive adults to assist them in seeking, obtaining and sustaining employment. |
| **2** | Manage a diverse caseload of adults and take responsibility for maximising the turnover of individual appointments to ensure participants are fully supported and that efficiencies and income generation are maximised. Utilising a multi-channel platform (digital, video, telephone) to provide participants with the choice of how, when and where they engage. |
| **3** | Undertake appointments and sessions with Economically Inactive adults on a daily basis and update all interventions in a timely and accurate manner both on the bespoke IT system and the team’s internal Customer Relationship Management (CRM) system. |
| **4** | Determine through initial appointment and effective information and advice with participants their starting point in terms of the employment journey and apply well practised employment assessment tools to determine a bespoke package of support for the individual. |
| **5** | Foster recognition with participants of the principles associated with obtaining and retaining a job, i.e. work ethic, appropriate habits and attitudes conducive to employment with individuals by using effective, well developed influencing and negotiating skills. |
| **6** | Planning and delivery of Job Hubs, Interview Skills and CV workshops. To develop personal knowledge of CV writing styles and effective interview preparation techniques. |
| **7** | Assess and decide the most appropriate support for the individual, using effective information, advice, assessment, coaching, mentoring, initiative and experience to determine the most effective training, employment and support package aligned with local employment/key sector requirements. To record this on personal action plans detailing participants’ goals and smart actions to achieve the goals. Navigating participants through multi-agency interventions. |
| **8** | Analyse the CRM system to identify suitable employment/work experience opportunities with local employing organisations. Provide necessary equipment and support to assist individuals in securing employment e.g. supply of personal protective equipment. |
| **9** | Understand and work within the objectives of the Work and Health Pioneer Programme, primarily the achievement of sustainable employment for Economically Inactive residents. |
| **10** | Ensure that appropriate and accurate evidence is collated and submitted to Employment, Learning and Skills Managers and actions are taken in line with the Work and Health Pioneer programme contractual requirements. |
| **11** | Liaise closely with the Halton Employment Partnership Team in relation to current employment/work experience/other vacancies and in the supply of accurate individual details/employment preferences to the bespoke IT and CRM databases i.e. identifying individual skills set and matching them to appropriate vacancies. |
| **12** | Liaise with Advisors in the team that deliver initial assessment of English, maths and ICT skills for adults. Supporting participants to access digital channels. |
| **13** | Be responsible for monitoring and evaluating self performance against targets. Accurate and timely data and management information is a key part of this function. |
| **14** | Demonstrate knowledge and understanding of specialist organisations and their functions both within and outside of the borough to support and signpost/refer adults to appropriate support e.g. addictions, debt advice, business start-up, etc and ensure that their details are kept up to date on the CRM and bespoke IT systems. |
| **15** | Work within the policies and frameworks set out within the Employment, Learning & Skills Division and Halton Borough Council. |
| **16** | Undertake ‘better off in work’ calculations with individuals based on their personal and financial circumstances, to determine how much ‘better off’ they would be if in sustainable employment. |
| **17** | Undertake any other duties and responsibilities as may be assigned, often outside of normal working hours 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** | Educated to Level 3 in a business, employment, training or care related discipline **or** equivalent level of experience in the business, employment, training or care sector | Front line experience of working in a customer focused environment | Knowledge of the local labour market | Excellent communication both oral and written |
| Functional level of literacy and numeracy skills (level 2) or willingness to achieve | Experience of working on employability or training programmes to assist people into or back to work | Understanding of equality & diversity issues | Excellent organisation skills with a demonstrated ability to manage a busy schedule/workload under pressure |
|  | Experience of mentoring/supporting people, including vulnerable individuals |  | Influencing/Negotiation skills  Problem solving skills |
|  | Experience of using IT systems to record and retrieve accurate information and data |  | Self motivated and able to work under own initiative |
|  | Experience of working in a results driven culture |  | Effective Listening skills |
|  | Experience of effective team working to achieve results |  | High level digital literacy skills, including strong working knowledge of Microsoft Office applications and web-based communication technologies |
| **DESIRABLE** | NVQ level 3 Information, Advice & Guidance | Experience of working on government funded employment or training programmes |  | Effective representation and presentation skills |
| Evidence of having undertaken additional skills training relevant to the post | Experience of employment support and/or job coaching people with particular circumstances e.g. a disability |  | Ability to employ emotional intelligence in handling challenging situations |
| **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 partner organisations and customers e.g. Jobcentre Plus, colleges and training providers |
| Must be flexible and willing to work outside normal office hours if required  Mobile and able to work across Halton if necessary |
| **DESIREABLE** | Must be adaptable and willing to accommodate changes in working practices |
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| **HOW IDENTIFIED** | Interview / Assessment / Production of documentation |

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.