

Building Better Opportunities Keyworker

Directorate Customers and Communities	Grade Scale 5 (E17)
Service Income Management and Employability	Job evaluation number
Reports to Project Coordinator	Responsible for N/A

Job purpose and role

- Be responsible for providing delivery of a full range of mentoring and support to those furthest away from the employment market as per the Building Better Opportunities contract key performance indicators.
- Be a visible and effective leader, demonstrating and embedding a coaching style of leadership, modelling and promoting exemplary behaviour for employees and promoting a culture in line with our values:
 - Believe and trust in each other
 - Embrace and create change
 - Reflect and learn
 - Aspire and grow together.

Main duties and key result areas

- Be a mentor to individuals who fall within the project eligibility criteria as part of the Building Better Opportunities Programme
- To analyse need and develop individual programmes, hold regular review meetings with engaged participants in order to move them towards the outcomes specified by the programme
- Liaise effectively with intervention partners and support clients into appropriate support pathways
- To liaise, advocate for and support customers finding and maintaining work experience placements/volunteer places both within the organisation and with other companies
- To ensure all the KPI's for the programme are met within timescales and to assist the Project Coordinator to ensure robust records and management information are kept as per contract

requirements, including but not limited to:

- Submit required data to the Programme Portal within specified timescales
- Ensure data integrity and security are maintained in line with GDPR and European Social Funding Data regulations
- Provide regular reports on participant progress to Project Coordinator
- Develop and maintain excellent relationships with the other Keyworker Organisations and Intervention Partners within the programme and develop working relationships with organisations outside of the programme
- Maintain and update management information systems, recording of data and financial information and maintain individual customer files, utilising approved contract paperwork
- Support the Project Coordinator and Management Team as appropriate
- To write and deliver employability support sessions to participants, where no appropriate courses are available, in group workshops or one to one sessions.

The above is not an exhaustive list of duties required. You will be required to undertake any other reasonable duties in line with the purpose and grading of the role.

ALL employees are expected to:

- Live the company values so that the highest standards of customer care can be achieved
- Be committed to diversity and inclusion of all, promote value for money, efficient services, so that excellence in all that we do is pursued through continuous improvement
- Contribute to development of and strive to meet departmental, team and individual targets
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement
- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures
- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so
- Promote value for money and continuous improvement within the service area

- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences.

Managers are also be expected to:

- Deliver departmental projects and initiatives as identified in the corporate and departmental plans
- Lead, manage and motivate staff, apply the staff appraisal and development scheme, one to one performance feedback discussions and ensure that employees attend identified training
- Monitor service delivery and progress towards targets to ensure standards are met and where possible exceeded
- Effectively manage physical, human and financial resources allocated as your responsibility
- Accept and exercise responsibilities identified in company policies and procedures, particularly for compliance with health and safety.

Signed _____ Date _____

Print Name _____

Version No	Revision Date	Reason for Revision
1		New role for Beyond Housing

Person specification

Attribute	Detail	Essential or desirable
Skills and abilities	Ability to communicate effectively to a wide range of people	E
	Ability to prioritise workload	E
	Ability to deal sensitively with programme participants and uphold client confidentiality	E
	Ability to complete programme paperwork accurately and to deadlines.	E
	Ability to coach and mentor participants to move towards the employment market	
Knowledge and experience	Experience of dealing with members of the public	E
	Knowledge and use of Microsoft Office packages	E
	Knowledge and experience of employment support programme delivery	D
	Knowledge of Safeguarding procedures	D
Qualifications	Full driving licence (if you have a disability we will explore reasonable adjustments with you)	E
	Hold or working towards Information, Advice and Guidance Level 3	D
	5 GCSE's including Maths and English	E
Personal attributes	Flexible and open to change	E
	Professional and customer orientated approach	E
	Effective team worker	E
	Committed to inclusion, equality and diversity	E
	Aligned to the aims and values of the company	E
	Committed to personal and professional development	E
	Proactive and committed to continuous improvement in service delivery	E
	Collaborative approach: one company, one team	E
	Focussed on leading, coaching, empowering and motivating employees	E
	Committed to team development and identification of on-going training needs	E
	Willing to take ownership and be accountable for decisions and actions	E
	Ensures decisions and actions are in line with company values, policies and guidelines	E