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| **Job Description** | |
| **Post title** | Employment & Development Support Officer |
| **JE Reference No** | N10326 |
| **Grade** | 8 |
| **Service** | Regeneration, Economy & Growth |
| **Service Area** | Economic Development & Housing – Economic Development |
| **Reporting to** | Area Co-ordinator, or their nominee within the Development and Housing Service. |
| **Location** | Your normal place of work will be Spectrum 8, Seaham but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is not** subject to a disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The Durham Advance project is an EU funded programme to help support unemployed and inactive residents with health conditions, with an additional focus on unemployed and inactive residents aged 50+ who have health conditions and/or other barriers preventing them from entering the labour market. Each area team will have dedicated Employment & Development Support Officers to support the delivery of this programme and the Council’s local employability initiatives. The post holder will be a dedicated officer who will play a key role in the efficient and effective delivery of the Durham Advance programme.

To provide a co-ordinated programme which emphasises journeys into pathways to employment and is informed by local labour market needs

To identify growth sectors and work with local employers to identify staffing needs and help fill vacancies from disadvantaged target groups.

To provide a mentoring support service to target clients to access opportunities and build the skills that lead to sustainable employment that is right for them.

To work alongside the Employment and Development Advisers to identify specific needs, provide ongoing IAG and continued mentoring support.

To support a holistic approach to employer engagement, bringing together the support for employers and clients under the Council’s broader remit to the local community.

To add value by developing networks with those involved in other client and employer engagement activities to support collaborative working and avoid duplication.

To work in partnership with multi-agencies to support individuals to access appropriate education and training opportunities as well as other specialist provision (such as mental health support) in order to optimise their employability.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

* To engage, build and maintain effective relationship with clients and provide effective Information, Advice and Guidance, confidence building and aftercare service on a one to one basis, where necessary.
* To support clients’ employment, skills and health needs to help them meet and progress their current and future career aspirations.
* To support the EDAs in developing individual action plans and mentor, support and encourage clients to achieve their goals and overcome any barriers to success.
* To support and prepare the client for job interviews
* To support the target clients continued personal and skills development, working to address any training or development needs and accessing mainstream resources and any other appropriate service available.
* To develop and maintain a wide knowledge of Local Labour Market Intelligence and opportunities for clients.
* To build and maintain strong and effective relationships with new and existing employers to generate vacancies.
* Support individuals to move into employment opportunities by removing barriers and to sustain employment, beyond agreed timescales by providing in work support to clients.
* To maintain an up to date knowledge of the skills support services and utilise local provision, ensuring clients are referred to high quality and appropriate provision.
* To work collaboratively with other partners to help ensure best possible outcomes for each client and employer and avoid duplication of service.
* To support the management of the flexible funding linked to the programme and ensure complementarity with other funding streams.
* To support the acquisition of appropriate funding that will reduce the financial and advisory barriers that clients experience in accessing work based learning, placements or employment.
* Be responsible for own administration and record keeping, capture this information in appropriate paper and electronic based systems as required, and assist in the collection and interpretation of monitoring information, including customer and stakeholder feedback, in accordance with the funders requirements.
* Any other duties appropriate for the successful operation of the Project.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Head of Service.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * Qualified to level 4 or above in a relevant discipline such as counselling, health related and/or be able to demonstrate extensive relevant experience in the careers or employability sector | * Level 3 IAG qualification or willing to work towards. |
| Experience | * Ability to demonstrate experience of supporting clients in 1:1 or group environments * Experience of working with a wide range of public, private, community/voluntary sector and business. * Experience in supporting the progression of targeted clients towards the labour market or work related activity. * Relevant experience in the delivery of targeted projects. | * Experience of mediation and conflict resolution. * Experience of employer engagement in a business support/welfare to work/recruitment capacity. * Experience of working with and supporting clients with multiple needs, for example health related conditions or issues. |
| Skills & Knowledge | * Understanding of the changeable barriers that may face unemployed people entering and sustaining employment. * Awareness of the key issues facing employers and potential employees. * Understanding of the current benefits system. * IT skills. * Ability to produce clear and concise feedback and documents. * Ability to adapt priorities to meet internal/external demands. * Ability to contribute to constructive relationships with stakeholders with regards to the project’s priorities. | * Knowledge of the geography of the project area. * Understanding of a range of funding streams available for training/employment/business support. * Knowledge/ability to use electronic information tools, both general and specific. * Awareness of the infrastructure of multi-agency welfare to work support in the area. * Knowledge of a range of funding streams available for training/economic development/business support. |
| Personal Qualities | * Self-motivated and capable of responding independently to problems and situations and exercising initiative within the parameters of the project. * Ability to work peripatetically. * Keen to learn and develop new skills and take on new challenges. * Conscientious, responsible and professional approach to work. * Willingness to adopt a flexible approach to working, including evenings and weekends as required by the nature of the post. * Commitment to providing a quality service. * Excellent customer care. * Travel is an essential requirement of the post. |  |