

Northumberland County Council
JOB DESCRIPTION

Post Title: Employment and Skills Support Assistant	Director/Service/Sector:		Office Use
Band: 4	Workplace: Wansbeck Workspace Campus covering locations throughout Northumberland if required		JE ref: 3745 HRMS ref:
Responsible to: Business and Integration Manager	Date: August 2020	Manager Lever: N/A	
Job Purpose: <ul style="list-style-type: none">• The role will support the Employment Skills and Contracts team with administrative and financial support including tasks associated with customers being referred and exiting employment and learning programmes including utilising CRM systems, financial tasks, record keeping and dealing and with any claims queries and liaising with Prime Contractors, JCPs, Funders, employers and clients.• Provide day to day administrative, customer service and financial support for the Wansbeck Workspace Campus including associated curriculum and employment programme delivery.• Oversee the use of the campus to ensure maximum utilisation for the delivery of both learning and Employment Programmes taking responsibility to ensure the health and safety of staff, learners, customers and visitors on site• Focus on support to the Management Team in achieving contractual minimum service levels to achieve job and learning outcomes			
Resources	Staff	Line manage Apprentice	
	Finance	Responsible for allocating discretionary payments to clients usually sub £100 Responsibility for distribution of a cash float of up to £2500 Reconciliation of CRM financial records and any associated claims and expenses	
	Physical	client data using CRM systems. Will handle significant volumes of customer and staff data and information adhering to GDPR. Responsible for security of laptop and mobile phone Resources and equipment for programmes and classes on site Reporting building, class issues and co-ordinating repairs ensuring training rooms are fit for purpose	
	Clients	A wide variety of internal (cross-departmental) and external clients and learners, lecturers Employers, Prime Contractors, public sector partners and significant interaction with customers.	
Duties and key result areas: <ul style="list-style-type: none">1. Act as first point of contact for customers and learners, taking responsibility for handling each enquiry through to a satisfactory conclusion,			

2. Administrative and customer service support to the Employment and Skills programmes including campus management and reception duties
3. Co-ordinate room allocations and timetabling of rooms and classrooms supporting Employment Coaches and Lecturers and staff working on a number of employability and skills contracts
4. Ensure all centre resources are maintained in good condition and prepared ready for programmes of employment and learning.
5. Plan and co-ordinate a range of open days and events including Employment Programme recruitment events and enrolment events
6. Process site enrolments, learner agreements, identification, payments and fee remission evidence is collected and processed in a timely manner.
7. Contacting customers and employers, tracking customer employment details in order to maintain contractual compliance gathering appropriate evidence to ensure timely financial claims ensuring information is accurate and statistical data is available when required.
8. Working with Employment and Learning programme staff, JCP and Prime Providers to provide participants with an excellent customer experience dealing with day to day queries
9. Responsible for inputting information into CRM systems including financial and customer/learners evidence
10. Use IT systems following relevant data protection, IT policies and security measures to ensure the integrity of data and client records in line with DWP, Prime Contractor and NCC requirements, maintaining confidentiality at all times adhering to GDPR
11. Build relationships with customers, learners, employers, stakeholders and colleagues at all levels
12. Collation, compilation and submission of financial information in relation to Learning and Employment programmes.
13. Carrying out financial functions for all contracts, processing invoices using Oracle, dealing with petty cash, Pay Point transactions, completing journal transfers and reconciling monthly statements.
14. Responsibility for monitoring and ordering goods/stationery; including receipt and arrangement of payment of invoices from suppliers; including completing the necessary forms to set up suppliers on Oracle when necessary.
15. Contribute to the continuous improvement of the service and continued personal development to ensure business objectives are met

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.

Work Arrangements

Transport requirements:	Will involve visits to LSS offices and employer premises across Northumberland. Occasional attendance at local and regional meetings with Prime contractors, JCP and stakeholders in line with contractual needs
Working patterns:	Flexible working arrangements with the occasional need to work outside of normal working hours as required.
Working conditions:	Office Based

PERSON SPECIFICATION

Post Title: Employability Support Officer	Director/Service/Sector: Learning and skills Service, Employability Team	Ref:
Essential	Desirable	Assess by
Qualifications and Knowledge		
<ul style="list-style-type: none"> Knowledge of programme client groups - may include incapacity benefit claimants, single parents, those with criminal records, mental health groups, ex-services, specific ethnic minority or faith groups and those with specific disabilities. Experience of working in a fast paced performance driven environment NVQ Level 2 IAG or equivalent and/or 3 years experience in a similar role Excellent knowledge of CRM databases. Detailed knowledge of the learning and skills sector Detailed knowledge of the operational, procedural and practical issues relating to the service and buildings Knowledge of compliance requirements for national and European programmes employment and Learning programmes Current knowledge of training and employment support provision Knowledge of welfare/benefits system. Understanding of Safeguarding Thorough understanding of external funding, income and costs Well developed knowledge of financial administration procedures and systems Ability to review and modify Risk Assessments as necessary 	<ul style="list-style-type: none"> A good understanding of regional and local regeneration procedures, policies, and best practice. Current first aid certificate Mental Health First Aid IAG level 3 Current Safeguarding and Prevent training Fire Warden and First Aid certificates 	
Experience		
<ul style="list-style-type: none"> Substantial experience of working with the target client group, i.e. Jobseekers and residents of deprived areas including challenging or difficult customers. Direct previous experience of a similar role or working on 	<ul style="list-style-type: none"> Experience of working in a training or Employment focussed environment Experience of working with workless residents 	

<p>Welfare to Work contracts or a publicly funded service</p> <ul style="list-style-type: none"> • Experience of delivering robust employability support • Information Advice and Guidance, action planning, job search and other related support. • Experience of working collaboratively with a wide range of public, private, community and voluntary sector organisations and businesses. • Experience of working with employers • Internal and external financial and claims procedures • Substantial administration experience • Competence in using Google, Microsoft Office, E-Business and databases. 		
Skills and competencies		
<ul style="list-style-type: none"> • Able to effectively use IT to achieve work objectives. • Excellent organisational skills with the ability to react quickly and handle a diverse workload. • Excellent Interpersonal and communication skills including oral, written and advocacy skills. • An aptitude for developing solutions to problems. • Numerate and skilled at analysing/reasoning with business related statistics. • Prepare written, verbal and other literature to an appropriate professional standard. • Dependable, reliable with a commitment to completing work on time. • Able to maintain general awareness of safe working conditions • Extensive contact with service users and the public which can result in emotional demands • Ability to partake in and promote a culture of team working to achieve the agreed objectives • Good interpersonal and communication skills and consistent manner with staff, learners, colleagues and stakeholders 	ECDL	
Physical, mental, emotional and environmental demands		
<ul style="list-style-type: none"> • Normally works from a seated position with some need to walk 		

<ul style="list-style-type: none"> • bend or carry items • Needs to maintain general awareness, with lengthy periods of enhanced concentration • Flexible and innovative to respond to a wide variety of changing needs • Able to move, erect and dismantle training equipment and resources • Ability to remain calm and logical in stressful and difficult situations • Normally works from a seated position with some need to walk bend or carry items • Sympathetic to and tolerant of a wide range of personalities and abilities, whilst able to focus on requirements of performance and financial monitoring • Ability to manage own time, information and resources effectively and efficiently. • A proportion of clients may have mental health or behavioural problems which will result in emotional stress for the job holder 		
Motivation		
<ul style="list-style-type: none"> • Dependable, reliable, a good timekeeper and effective guide/mentor. • Models and encourages high standards of honesty, integrity, openness, and respect for others. • Promotes and encourages a partnership approach to working. • Proactive and achievement orientated • Commitment to providing a quality service • Commitment to Continual Professional Development • Flexible approach to working, including evenings and weekends as required 		
Other Able to work with minimum supervision. Understand and uses appropriate methods, tools and applications. Committed to equal opportunities Committed to health and safety& SHEDDS		

Be able to independently meet the travel requirements of the post		

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits