

JOB DESCRIPTION

Post Title: Employability Support Officer	Director/Service/Sector: Wellbeing - Skills, Enterprise & Lifelong Learning		Office Use
Band: 4	Workplace: Locations throughout Northumberland		JE ref: 3870 HRMS ref:
Responsible to: Business and Integration Manager	Date:	Manager Lever: N/A	
Job Purpose: <p>To support the Management Team and Employment Coaches in achieving minimum service levels (MSL's) and job outcomes agreed within employability contracts. The Employment Support Officer (ESO) plays an important role supporting Employment coaches to provide face-to-face & remote Information, Advice and Guidance to adult customers in a range of community and employer settings, within the context of the services employment contracts. The role will include working with participants and providing administrative and customer support to meet contracts customer service standards, including supporting people into work and also meeting participant's in-work support needs and concerns.</p> <p>You will support the Management Team to ensure customers meet outcomes and utilise IT to check financial records and deal with any claims queries. The role will support management, Employment Coaches and Business Advisers working on a number of employability contracts covering referral to exiting of the programmes in regards to customer support, administrative and financial duties.</p>			
Resources	Staff	Line manages apprentice	
	Finance	Manages the ordering, invoicing and payment for programme(s) expenditure with a value of c £100,000 pa. £5,000 Will handle, distribute and reconcile petty cash. Will provide administrative and customer service support to the wider Employability Team	
	Physical		
	Clients	A wide variety of internal (cross departmental) and external clients (Employers, Prime Contractors, Government departments, funders, businesses, public sector partners and significant interaction with customers.	
Duties and key result areas: <ol style="list-style-type: none"> 1. Achieve a range of set quantitative and qualitative targets using a case load management approach, utilising the customer management system effectively to book customers into coach diaries supporting the achievement of Minimum service levels relating to programme KPI's and the customer journey. 2. Contacting employers, checking and tracking customer employment details in order to maintain contractual compliance. Checking and gathering appropriate evidence to ensure timely financial claims and ensure all interventions pre and post-employment are recorded on management information system. 			

3. Support Employment coaches with job progression activities with customers on programme or who fall out of work, including helping the participant and employer maximise the participant's in-work potential.
4. Responsibility for a caseload of customers in work, or who have just fallen out of work to ensure outcomes are met through IWS or progression meetings.
5. Ensure that customer and delivery evidence is complete and compliant in line with contract and quality standards and that all customer records are accurate and handled in accordance with appropriate confidentiality and data protection guidance and legislation.
6. Helping the participant to identify the skills and strengths demonstrated in-work and any areas for improvement to increase their employability
7. Work with the employer and participant to identify opportunities for development within the job / organisation or outside that employer. This could include increasing hours, taking on more responsibility, attending a course, on-the-job training, CV and application support etc.
8. Act as an advocate for our customers to ensure they receive information and advice required, taking responsibility for handling each enquiry through to a satisfactory conclusion
9. Use IT systems following relevant data protection, IT policies and security measures to ensure integrity of data and client records in line with DWP, Prime Contractor and NCC requirements, maintaining confidentiality at all times adhering to GDPR
10. Continuous development and management of good working relationships with Jobcentre plus and other partner organisations such as local training providers, recruitment agencies, JCP and employers.
11. Carrying out financial functions for all contracts including carrying out complex claims problems and and dealing with any financial or claims disputes ensuring all of the necessary documentation is in place
12. 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 delivery of all team contracts. The grade has been established on this basis.

Work Arrangements

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

Post Title: Finance and Administrative Officer	Director/Service/Sector: Learning and skills Service,	Ref:
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	Employability Team	
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. Knowledge of the local labour market and issues relating to learning and employment Direct previous experience of a similar role or working on Welfare to Work contracts or a publicly funded service Experience of working in a fast paced environment dealing with customers Excellent knowledge of programme databases. Knowledge of Oracle E-BUSINESS Knowledge of compliance requirements for national and European programmes An thorough understanding of income, costs and expenditure Well developed knowledge of financial administration procedures and systems 	<ul style="list-style-type: none"> L3 in information, advice and guidance A good understanding of regional and local regeneration procedures, policies, and best practice. Basic knowledge of welfare/benefits system. Experience of working in a performance target driven environment. 	
Experience		
<ul style="list-style-type: none"> Experience of exposure to client groups 3 years' experience in a similar customer facing role A minimum of 3 years experience in a finance role – Take out A minimum of 3 years experience in an administrative role – Take out Budget management understanding within a public sector organisation Recent experience in working collaboratively with other service departments or agencies Significant recent experience in purchase order, invoicing and payment control 		
Skills and competencies		
<ul style="list-style-type: none"> IT skills and 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 to gain respect, trust and confidence of internal colleagues, senior managers, Prime Providers and external funding agencies. 	ECDL	

<ul style="list-style-type: none"> Effectively expresses views using appropriate means depending upon the audience. Analytical skills and 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. Ability to partake in and promote a culture of team working to achieve the agreed objectives. 		
Physical, mental, emotional and environmental demands		
<ul style="list-style-type: none"> Normally works from a seated position with some need to walk bend or carry items Needs to maintain general awareness, with lengthy periods of enhanced concentration Needs to deal with periods of significant pressure during claim periods. Flexible and innovative to respond to a wide variety of changing needs Sympathetic to and tolerant of a wide range of personalities and abilities, whilst able to focus on requirements of performance and financial monitoring 		
Motivation		
<ul style="list-style-type: none"> 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 Works within a culture of mentoring. 		
Other		

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