

JOB DESCRIPTION

Post Title: Employment and Skills Lead Officer	Director/Service/Sector: Employability Team, Learning and Skills Service		Office Use
Grade: 7	Workplace: Wansbeck Workspace, Ashington.		JE ref:
Responsible to: Employability Team Leader	Date: 05/10/2017 Review 01-05-2020	Manager Level: NA	3845
Job Purpose: <ul style="list-style-type: none"> • Oversee the operational delivery of NCC employment Programmes including Employment coaches • Take the initiative to drive performance and support, coach and develop a small group of employment coaches to meet programme KPIs • To identify stakeholders, partners and relevant local services to build relationships to identify existing / new claimants for employment/skills support • Ensure work is linked to business support and responding to the employment and skills needs of those impacted by the labour market downturn. • Achieve targeted programme outcomes as required • Develop networks and effective partnerships within NCC, Job Centres, Employment Programmes & stakeholders to support collaborative working and avoid duplication • Deliver appropriate careers information, advice and guidance and support to a caseload of jobseekers • Maintain systems to facilitate compliant monitoring, claims and, verification in line with NCC and funder requirements. 			
Resources	Staff	Day to day management of approximately 15 staff assigned to contract including employment coaches.	
	Finance	Responsible for the monitoring of the project budget costs Delegated authority to approve discretionary funding of Employment coaches (£10,000) and ensuring Employment Coaches manage their petty cash floats in line with NCC Financial Regulations and procedures	
	Physical	Recording client data using management information systems. Responsible for security of laptop, mobile phone, mobile broadband & printer.	
	Clients	Regular work with other services and providers, external suppliers, colleagues from Learning and Skills, public bodies including DWP and Job Centres, external	

	organisations, Health and support service providers, general public and participants including out of work customers.
<p>Main duties:</p> <p>Main duties:</p> <ol style="list-style-type: none"> 1. Support, develop and coach a group of Employment Coaches based in locations across Northumberland delivering face to face and digital support. 2. Make all the necessary arrangements for the resourcing of the programme including but not limited to timetabling of staff, facilities and resources. 3. Drive staff performance to meet programme outcomes and standards. Lead, motivate and support staff to achieve performance and quality levels.. 4. Seek and implement partnerships to generate programme participants and enhance effectiveness of existing relationships. 5. Lead and carry out a schedule of formal staff performance reviews, appraisals, audits and observations. 6. Assess the impact/value of interventions provided making recommendations for improvements including attending and proactively inputting into meetings 7. Responsible for completing performance and statistical reports including evaluations and presentations 8. Maintain an up to date knowledge of welfare to work policies, employment, economy, industry movements, job vacancies and keep abreast of developments within the local labour market. 9. Provide regular reports to the Employability and Contracts Lead on staff and performance matters and support in all operational duties as required 10. Manage the discretionary budget and ensure its use is appropriate and effective and staff adhere to NCC financial policies and procedures including approving spend by Employment Coaches and act as an authorised signatory. 11. Monitor upkeep of client records ensuring correct processes are being followed 12. Ensure staff working at outreach locations adhere to all relevant Health & Safety policies including the Lone Worker policy 13. Ensure all staff follow relevant data protection, IT policies and security measures, to ensure integrity of data and client records. 14. Ensure compliance of staff, health and safety systems and risk assessments. Manage safeguarding within operational area issues including personal commitment to safeguarding 15. Manage a caseload of jobseekers with support to Northumberland employment programmes, work, training and/or further support 16. Any other duties appropriate for the successful operation of NCC employment programmes. <p>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.</p>	
Work Arrangements	
Transport requirements:	Travel across Northumberland NCC and other stakeholder premises as required. May occasionally require travel to other LA areas regionally and nationally.
Working patterns:	Ability to work agile is essential.
Working conditions:	37 hours flexi time may involve some occasional out of hours work.

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PERSON SPECIFICATION

Post Title: Employment Team Leader Triage Raid Response	Director/Service/Sector: Employability and Skills, Wellbeing and Community Health Services Group	Ref: 3057
Essential	Desirable	Assess by
Knowledge and Qualifications		
<p>Good general level of education to A Level standard or above/equivalent qualification or experience level</p> <p>NVQ Level 4 in Information Advice & Guidance or equivalent qualification or experience level</p> <p>Understanding of the barriers to work faced by unemployed jobseekers</p> <p>Good knowledge of local labour markets and employment trends</p> <p>Understanding of DWP out-of-work benefits and the wider benefits system</p> <p>Detailed knowledge of training and employment support services and the infrastructure of multi-agency welfare to work support</p> <p>Knowledge of funding streams for training / economic development / business support</p>	<p>Understanding of current national and regional welfare to work policy.</p>	
Experience		
<p>Experience of supporting workless people into employment using Information Advice and Guidance, action planning, job search and other related support.</p> <p>Experience of delivering outcomes to achieve contract targets in welfare-to-work programmes.</p> <p>A good track record of placing people into jobs and providing them with in-work support</p> <p>Experience of working with the target client group, i.e. Jobseekers and residents of deprived areas.</p> <p>Experience of delivering to the target client groups, individually and in groups</p> <p>Experience of working with a wide range of public, private, community and voluntary sector and businesses.</p> <p>Current knowledge of training and employment support provision.</p> <p>Experience of identifying job vacancies and working with employers</p>	<p>A specialism in working with groups (young people, people with health conditions, people with additional needs etc.)</p> <p>Extensive relevant experience in careers advice and/or employability</p> <p>Awareness of current national and regional welfare to work policy</p>	
Skills and competencies		
<p>Skills to find innovative and informed solutions to the challenges of the employment programmes.</p> <p>Ability to assimilate complex information and produce clear and concise feedback, reports and briefing documents or presentations.</p> <p>Ability to set and manage priorities.</p> <p>Excellent customer service skills.</p> <p>Ability to effectively network and cultivate partnership working with organisations,</p>		

<p>agencies and employers to maximise opportunities for clients.</p> <p>Ability to develop and maintain constructive relationships with stakeholders</p> <p>Excellent communications including oral, written and advocacy skills.</p> <p>IT literacy commensurate with the needs of the post particularly in relation to the use of web based tracking software, word processing and file management.</p> <p>Work effectively as part of a team.</p>		
Physical, mental and emotional demands		
<p>Committed, enthusiastic and resilient approach to delivering objectives and a flexible attitude to helping supporting clients and colleagues.</p> <p>Ability to manage own time, information and resources effectively and efficiently.</p> <p>Ability to work autonomously without direct supervision, whilst operating within delegated level of responsibility.</p> <p>A proportion of clients may have mental health or behavioural problems which will result in emotional stress for the job holder.</p> <p>Clients may be frustrated about being unemployed and display this through aggressive behaviour.</p>		
Motivation		
<p>Self-motivated and capable of responding independently to problems and situations and exercising initiative within the remit of the programmes.</p> <p>Keen to learn and develop new skills, and take on new challenges.</p> <p>Flexible approach to working, including evenings and weekends as required</p> <p>Commitment to providing a quality service</p> <p>Commitment to Continual Professional Development</p> <p>Strong corporate orientation and a commitment to tackling issues in a non-departmental manner.</p> <p>Dependable, reliable and keeps good time.</p> <p>Models and encourages high standards of honesty, integrity, openness, and respect for others.</p> <p>Helps managers create a positive work culture in which diverse, individual contributions and perspectives are valued.</p> <p>Proactive and achievement orientated.</p> <p>Able to work with little direct supervision.</p>		

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