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|  <b>Stockton-on-Tees</b><br>BOROUGH COUNCIL |                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>JOB DESCRIPTION</b>                                                                                                                                                                                                                                                                                                               |  |
| <b>Directorate:</b><br><br><b>Regeneration &amp; Inclusive Growth</b>                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>Service Area:</b><br><br><b>Inclusive Growth and Development</b>                                                                                                                                                                                                                                                                  |  |
| <b>JOB TITLE: Employment &amp; Training Hub Support Officer</b>                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                      |  |
| <b>GRADE: F</b>                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                      |  |
| <b>REPORTING TO: Recruitment Coordinator</b>                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                      |  |
| <b>1.</b>                                                                                                                    | <b>JOB SUMMARY:</b> To provide support to the Employment & Training Hub through participation of the development of hub activities linked to the delivery of the Inclusive Growth Strategy.<br><br>To organise, support and co-ordinate the provision of training and recruitment on behalf of businesses within the Borough, providing customer support, advice and guidance and acting as a triage to other services. |                                                                                                                                                                                                                                                                                                                                      |  |
| <b>2.</b>                                                                                                                    | <b>MAIN RESPONSIBILITIES AND REQUIREMENTS</b>                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                      |  |
|                                                                                                                              | 1.                                                                                                                                                                                                                                                                                                                                                                                                                      | To support the promotion of training and employment opportunities to residents of the Borough and advising on the most appropriate way to engage with support organisations, enabling them to move closer to employment or training.                                                                                                 |  |
|                                                                                                                              | 2.                                                                                                                                                                                                                                                                                                                                                                                                                      | To triage visitors to the Employment & Training hub, signposting appropriately to internal or external stakeholders, to develop relationships with residents of the Borough and potential employers through face to face or other communication channels (including social media) to increase employment and training opportunities. |  |
|                                                                                                                              | 3.                                                                                                                                                                                                                                                                                                                                                                                                                      | To provide an excellent customer experience for all visitors to the hub, including reception, telephone, email and during events.                                                                                                                                                                                                    |  |
|                                                                                                                              | 4.                                                                                                                                                                                                                                                                                                                                                                                                                      | To support the delivery of appropriate pre-employment training courses or Sector-Based Work Academy Programmes to meet local needs.                                                                                                                                                                                                  |  |
|                                                                                                                              | 5.                                                                                                                                                                                                                                                                                                                                                                                                                      | To support with the planning and delivery of a quality programme of events, training courses and recruitment activities.                                                                                                                                                                                                             |  |
|                                                                                                                              | 6                                                                                                                                                                                                                                                                                                                                                                                                                       | To support in the capturing of key data and intelligence to ensure accurate record keeping within the approved CRM system                                                                                                                                                                                                            |  |
|                                                                                                                              | 7                                                                                                                                                                                                                                                                                                                                                                                                                       | To carry out a range of administrative duties in accordance with the operational objectives of the team.                                                                                                                                                                                                                             |  |
|                                                                                                                              | 8                                                                                                                                                                                                                                                                                                                                                                                                                       | To maintain and reconcile the Employment and Training Hub's petty cash reserves.                                                                                                                                                                                                                                                     |  |
|                                                                                                                              | 9                                                                                                                                                                                                                                                                                                                                                                                                                       | To support with operational Health and Safety checks and requirements.                                                                                                                                                                                                                                                               |  |
|                                                                                                                              | 10                                                                                                                                                                                                                                                                                                                                                                                                                      | To adopt, utilise and demonstrate Customer Service Excellence principles.                                                                                                                                                                                                                                                            |  |

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| <p><b>3. GENERAL</b></p> <p><b>Job Evaluation</b> - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.</p> <p><b>Other Duties</b> - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.</p> <p><b>The Council's Values, Behaviours and Code of Conduct</b> - The post holder is required to carry out the duties in accordance with the Council's Values and Behaviours, our code of conduct, professional standards and promote equality and diversity in the workplace.</p> <p><b>Corporate Parenting</b> - As Corporate Parents, we have the same ambition and high aspirations for all children in our care and care experienced young people: that Stockton-on-Tees is a great place to grow up, where children and young people are protected from harm and supported to be the best they can be in life.</p> <p><b>Personal Development</b> – As defined by the Council's Culture Statement, all employees will take responsibility for their own development</p> <p><b>Customer Services</b> – The post holder is required to ensure that all customers both internal and external, receive a consistently high-quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.</p> <p><b>Policies and Procedures</b> – The post holder is required to adhere to all Council Policies and Procedures.</p> <p><b>Health and Safety</b> – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.</p> <p><b>Safeguarding</b> – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition, employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.</p> |    |                                                                                                           |            |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |    | Name:                                                                                                     | Signature: |
| Job Description written by:<br>(Manager)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |    |                                                                                                           |            |
| Job Description agreed by:<br>(Post holder)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |    |                                                                                                           |            |



## PERSON SPECIFICATION

|                            |                                           |                                  |
|----------------------------|-------------------------------------------|----------------------------------|
| Job Title/Grade            | Employment & Training Hub Support Officer | F                                |
| Directorate / Service Area | Regeneration & Inclusive Growth           | Inclusive Growth and Development |
| Post Ref:                  |                                           |                                  |

|                | ESSENTIAL                                                                                                                               | DESIRABLE                                                            | MEANS OF ASSESSMENT     |
|----------------|-----------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|-------------------------|
| Qualifications | - Educated to NVQ Level 3 or equivalent in a relevant subject area or equivalent demonstrable level of relevant work-related experience | - Qualification in Customer Service or Business Administration       | Application form        |
| Experience     | - 2 years' experience in a customer service or business-related field                                                                   | - Experience of supporting recruitment events, workshops and courses | Application / Interview |

|                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                   |                         |
|------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| Knowledge & Skills                       | <ul style="list-style-type: none"> <li>- Ability to work flexibly and adapt to changing work priorities.</li> <li>- A good knowledge and the practical application of information technology including Word, Excel, Power Point, the Internet, social media, graphics applications and client relationship management systems</li> <li>- Highly organised with keen attention to detail</li> <li>- Excellent communication skills.</li> </ul>                                                                                                                                                                                                           |                                                                                                                                                                                   | Application / Interview |
| Specific behaviours relevant to the post | <ul style="list-style-type: none"> <li>- Demonstrate the Council's Behaviours which underpin the Culture Statement.</li> <li>- Ability to be innovative in responding to changing situations.</li> <li>- A pleasant and outgoing personality, with enthusiasm and the ability to inspire others.</li> <li>- Ability to work as part of a team involving people from a wide range of backgrounds including residents, businesses, external partners and Members.</li> <li>- Support with Administration duties relating to the maintaining of accurate and complete records</li> <li>- Ability to benefit from training relevant to the post.</li> </ul> | <ul style="list-style-type: none"> <li>- Ability to manage sensitive and confidential information, and knowledge of data protection and data security, where relevant.</li> </ul> | Application / Interview |

|                    |                                                                                              |  |                         |
|--------------------|----------------------------------------------------------------------------------------------|--|-------------------------|
| Other requirements | - Must be able to vary working hours to incorporate evening and weekend meetings as required |  | Application / Interview |
|--------------------|----------------------------------------------------------------------------------------------|--|-------------------------|

**Person Specification dated May 2023**

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|------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|
|  <b>Stockton-on-Tees</b><br>BOROUGH COUNCIL | <b>KNOWN RISKS FOR THIS ROLE</b>                                |
| <b>DIRECTORATE:</b><br><b>Regeneration and Inclusive Growth</b>                                                              | <b>SERVICE AREA:</b><br><b>Inclusive Growth and Development</b> |
| <b>JOB TITLE: Employment &amp; Training Hub Support Officer</b>                                                              |                                                                 |
| <b>GRADE: F</b>                                                                                                              |                                                                 |
| <b>JOB LOCATION / BUILDING: Employment &amp; Training Hub, Wellington Square</b>                                             |                                                                 |
| <b>REPORTING TO: Recruitment Co-ordinator</b>                                                                                |                                                                 |

The following are the known risks for this role as identified through a Risk Assessment. More than one risk may apply. Where there are no known risks, this will be indicated.

| Known Risks - which require Baseline Health Surveillance Screening before or at start of employment and ongoing health surveillance with Occupational Health                                                                                                       |     |          |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|----------|
| Known Risk                                                                                                                                                                                                                                                         | Yes | No       |
| <b>Noise:</b> Employee is likely to be regularly exposed to noise above the exposure action level. (Daily or weekly exposure of 85dB)                                                                                                                              |     | <b>X</b> |
| <b>Vibration:</b> Employee will be exposed to vibration above the daily Exposure Action Value (EAV) of 2.5m/s <sup>2</sup> A(8) 9                                                                                                                                  |     | <b>X</b> |
| <b>Respiratory:</b> Employee will be exposed to Hazardous Substances such as machine generated wood dust, mineral dust, solder flux, glues, resins, cutting oils, latex.<br><br>(Those working with respiratory/skin irritants or sensitizers as defined by COSHH) |     | <b>X</b> |

| Known Risks which require a Medical Assessment with Occupational Health prior to starting employment and ongoing assessment during employment.                                                                                                                                                                                                                                                                                              |     |          |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|----------|
| Known Risk                                                                                                                                                                                                                                                                                                                                                                                                                                  | Yes | No       |
| <b>HGV/LGV/Fork Lift Truck/Passenger Carrying Vehicle/Minibus (Group 2) Licence Drivers:</b> Employee will be required to drive an HGV/LGV/FLT/PCV/Minibus.                                                                                                                                                                                                                                                                                 |     | <b>X</b> |
| <b>Asbestos:</b> Employee likely to be exposed to asbestos.<br>Work with asbestos' includes: <ul style="list-style-type: none"> <li>○ Work which removes, repairs, or disturbs asbestos</li> <li>○ Ancillary work (work associated with the main work of repair, including maintenance work on equipment)</li> <li>○ Supervisory Work (work involving direct supervision over those removing, repairing, or disturbing asbestos)</li> </ul> |     | <b>x</b> |

| Known Risk                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Yes | No       |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|----------|
| <b>Lead:</b> Employee likely to be exposed to lead or lead based products (handling, processing, repairing, maintenance, storage, disposal)<br>The lead must also be in a form in which it is likely to be: <ul style="list-style-type: none"> <li>○ Inhaled, e.g., lead dust, fume or vapour.</li> <li>○ Ingested, e.g., lead powder, dust, paint or paste; or</li> <li>○ Absorbed through the skin, e.g., lead alkyls or lead naphthenate.</li> </ul> The regulations do not apply to work with materials or substances containing lead where, because of the nature of the work, lead cannot be inhaled, ingested, or absorbed. |     | <b>x</b> |
| <b>Confined Spaces - Safety Critical:</b> Employee will be required to work in a <b>confined space</b> where specialist equipment or breathing apparatus is needed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                |     | <b>x</b> |
| <b>Working at Heights - Safety Critical:</b> Employee will be required to work <b>at a height</b> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |     | <b>x</b> |
| <b>Blood-borne viruses:</b> Employee is at risk of exposure to Blood-borne viruses e.g., needle stick injury, human bite, contact with human blood or other bodily fluids and sewerage.                                                                                                                                                                                                                                                                                                                                                                                                                                            |     | <b>x</b> |

| Other Known Risks                                                                                                                                                                                                                                   |          |          |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|----------|
| Known Risk                                                                                                                                                                                                                                          | Yes      | No       |
| <b>Council Vehicles or transport that does not require a Group 2 licence:</b> Employee will be required to drive a <b>Council vehicle</b> or <b>regularly transport</b> service users/clients/pupils in their own vehicle as part of normal duties. |          | <b>x</b> |
| <b>Food Handlers:</b> Employee will be preparing and handling food<br><i>Food Handlers Questionnaire to be completed and sent to Occupational Health</i>                                                                                            |          | <b>x</b> |
| <b>Night Workers:</b> Employee will be regularly working at night<br><i>Optional Night Worker Questionnaire available</i>                                                                                                                           |          | <b>x</b> |
| <b>Lone Working (including Home Working):</b> Employee will be required to work alone.                                                                                                                                                              | <b>x</b> |          |
| <b>DSE Users:</b> Employee will be required to use Display Screen Equipment (DSE)<br><b><i>DSE Training and assessment should be completed on commencement – arranged by manager</i></b>                                                            | <b>x</b> |          |
| <b>Any Other:</b> Please identify any other known risks associated with this job role.                                                                                                                                                              |          | <b>x</b> |

**As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.**

Signature of Manager: Fallon Dunleavy

Date: 30.10.23

**For any queries related to this form, please refer to the Known Risk Managers Explanatory Notes, or email the Occupational Health Department: [Occupational.Health@stockton.gov.uk](mailto:Occupational.Health@stockton.gov.uk)**