



## European Union

European  
Social Fund



<b>Job title</b>	<b>EMPLOYMENT COACH</b>
<b>Salary band</b>	£21,000-24,000
<b>Hours</b>	37hrs per week
<b>Location</b>	Perry Common, Birmingham
<b>Accountable to</b>	Employability Manager
<b>Post term</b>	Fixed Term until March 2023 – extension subject to funding

### Working relationships

Internal	External
Board members	Local residents and service users
Senior managers	Jobcentre Plus
Co-workers, staff, volunteers	Voluntary and Community Organisations
	Service providers
	Strategic and delivery partners
	Funders and commissioners
	Professional advisers and services

### JOB PURPOSE

Ignite Aspirations is an ambitious employment support programme across North & East Birmingham that seeks to provide intense, tailored support to help individuals unlock talents, develop skills, and overcome barriers to employment.

With a **proactive work-first approach**, you will support unemployed and inactive people into employment. Results focussed, you will use a mix of holistic support, challenge, and mentoring techniques to support individuals through their entire journey into employment, keeping a focus on achieving sustainable employment at all times.

### 1. JOB DESCRIPTION

#### Key tasks and responsibilities

- Developing and managing an active caseload of clients, delivering an intensive employment focussed offer - building on the skills, experience, and talents of residents to support them into sustainable employment.
- Motivating residents and keeping them engaged by tailoring activities, addressing barriers, and offering a range of employability focussed services.
- Sourcing and delivering employment enhancing services, such as, job search, interview skills, work experience and post-employment support.
- Liaising with employers, securing vacancies, and matching residents to suitable employment and progression opportunities.
- Working cooperatively with internal colleagues and external stakeholders to address barriers preventing residents from securing work.

- Achieving agreed individual and team targets in relation to engagements, attendance, progression, job-starts, and retention; and reporting these to a range of stakeholders.
- Undertaking outreach and recruiting residents onto employability and skills development programmes.
- Sharing learning and good practice to support continuous improvement.
- At all times demonstrate the values of the Association, and behaviours and competencies associated with the role.
- Support wider Association work and participation in community activities/events.
- Carry out any other tasks which may be reasonably regarded as falling within the work requirements of the role.
- Changing responsibilities over time as the Association evolves to undertake new areas of work and expand its range of services. As these changes occur, it may result in the substitution of one function for another, additions of new areas of responsibility or changes to the way functions are carried out.

**2. PERSON SPECIFICATION**

- Method of Assessment: -**
- Application Form (A)
  - Interview (I)
  - Test (T)

**Experience**

<b>Essential</b>	<b>Desirable</b>
<p>Significant experience of successfully supporting unemployed clients into work in a busy, results-focussed environment <b>(A/I)</b></p> <p>Organising productive job clubs, jobs fairs, work placements and volunteering experiences to move clients into work. (A,I)</p> <p>Experience of sourcing vacancies and matching these to clients; helping them to complete applications, secure interviews and move into work <b>(A)</b></p> <p>Undertaking outreach, recruiting, and retaining clients onto employability programmes until a successful outcome is achieved <b>(A/I)</b></p> <p>Experience in supporting on a one-to-one basis as well as delivering group employability sessions <b>(A/I)</b></p> <p>Managing active caseloads, delivering results and reporting on achievement of targets to internal and external stakeholders <b>(I)</b></p> <p>A sound knowledge of agencies that support people into employment or offer services that address barriers preventing people from entering the labour market <b>(I)</b></p>	

## Skills and Qualifications

Essential	Desirable
<p>Information, Advice and Guidance level 3 qualification or willing to work towards attaining this qualification <b>(A)</b></p> <p>Positive, enthusiastic approach to problem solving with a “can do” attitude <b>(I)</b></p> <p>Demonstrable ability to appropriately apply mentoring and coaching techniques within a result focussed approach in a 1-2-1 and group settings <b>(I)</b></p> <p>Compassionate, empathetic with the ability to develop relationships and put people at ease <b>(I)</b></p> <p>Team-working skills; able to work in a flexible, collaborative, and supportive manner <b>(I)</b></p> <p>Excellent organisation, time management and planning skills <b>(I)</b></p> <p>Presenting complex information in a simple way to a wide range of audiences <b>(I/T)</b></p> <p>Good IT skills, including word processing, spreadsheets, email, web research and presentations <b>(A/T)</b></p>	<p>Mentoring and Coaching qualification <b>(A)</b></p>

## Knowledge

Essential	Desirable
<p>Good knowledge and experience of addressing the wider barriers that prevent residents from entering the world of work <b>(A)</b></p>	

**Other requirements:** A DBS check (formerly CRB) will be required for this post

Witton Lodge Community Association operates a Quality Management System (QMS) that has gained ISO 9001:2015 certification and staff are expected to develop and continually improve systems, processes and enhance customer satisfaction by our Quality Policy.

- Ensuring that customers’ needs, and expectation are determined and fulfilled
- Setting Quality Objectives for your work area
- Reviewing, monitoring, and measuring the effectiveness of QMS

This post is funded by the European Social Fund.