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| Groundwork Manchester Salford Stockport Tameside and TraffordJob Description |  |

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| **Job Title:** Veterans’ Employment Coach & Trainer | **Job / Post Ref**: VECT |
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| **Salary Range:** £23,000- £24,300 ( **Salary based on skills, qualifications and experience)** |
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| **Contract Type:** Permanent | **Hours of work:** 37 hours per week |
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| **Business Unit:** Employment & Enterprise | **Location:** Ashton under Lyne |
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| **Reporting to:** Veterans’ Employment Manager | **Responsible for:** Volunteers (on occasional basis) |
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| **Special conditions:** Flexible working hours may be needed. We operate a flexi-time system and have a flexible working policy |
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| **DBS Requirements:*** This post will require a basic DBS check.
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| **Main Purposes of the Post** |
| * To provide personalised IAG and employability support for a caseload of armed forces veterans to enable them to progress into sustained employment.
* Build local networks to identify veterans resident in Tameside, establish their current needs and signpost them to appropriate local provision and activities
* To build partnerships with employers to identify a sustained pipeline of job opportunities and build a picture of employer needs
* To build effective networks with a range of referral agencies and providers of specialist services
* To develop and deliver programmes of accredited and non- accredited training for veterans and other unemployed adults to build skills and confidence to support progression into employment or further learning.
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| **Duties of the Post** |
| Operation RE:Org Key Work* Build local networks throughout Tameside to locate and engage local armed forces veterans, canvas their views and gather intelligence to support service design to best meet their needs
* Recruit unemployed GM veterans, primarily in Tameside, through a mixture of networking and taking direct referrals from agencies such as DWP, health providers, armed forces charities and ‘registered housing providers to maintain an active caseload.
* Undertake an holistic assessment of each person’s needs and produce meaningful action plans
* Provide high quality coaching, advice, guidance and signposting to help veterans overcome barriers, access training and activities and progress into sustained employment
* Complete all necessary monitoring, assessment, action planning and review processes associated with service delivery, including use of Lamplight secure caseload management system.
* Maintain accurate, comprehensive and up to date case records for all people on caseload

Job brokerage* Build and effectively manage relationships with a range of potential employers including understanding their recruitment and selection requirements
* Canvass employers using a variety of sales and recruitment techniques to secure an agreed number of vacancies per month which are suitable for our job-ready customers
* Prepare job ready customers for interview using mock interviews, pre-screening & group sessions, monitor quality of CV’s and application form completion and provide feedback
* Be a source of expert advice regarding employer and vacancy expectations
* Build and maintain an appropriate knowledge of the skills needs of employers, and contribute to monitoring any changes within the labour markets

Training development and delivery* Actively promote training provision to support recruitment of eligible learners
* Deliver a range of accredited and non-accredited training courses for different groups of adult learners covering employability, customer service, health and safety, health and wellbeing and personal development. Design and develop new activities, lesson plans and materials as required
* Complete all necessary planning, enrolment, monitoring, assessment, action planning and review processes required by project funders and awarding bodies

**General Requirements*** Adhere to all Trust policies and procedures, including our accredited Environmental and Quality Management Systems, undertaking responsibilities at the level appropriate to the role
* Undertake training relevant to the post and to personal development
* Undertake any other duties that may reasonably be requested by the Head of Employment & Enterprise and the Veterans’ Employment Manager
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| Person SpecificationVeterans’ Employment Coach & Trainer |  |

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|  | Essential | Desirable |
| **Education / Training** | * Full driving licence
* Minimum Level 3 Award in Teaching and Learning / PTTLS or equivalent
 | IAG / Employment Related Services L3 or equivalent* MIDAS Trained / able to drive minibus
* IOSH / L3 Health & Safety Qualification
* Level 2 / 3 Customer Service
* Level 3 Award in Assessing Competence in the Work Environment (or equivalent)
* Level 3 Award in Assessing Vocationally Related Achievement (or equivalent)
* Level 3 Certificate in Assessing Vocational Achievement

(or equivalent) |
| **Experience / Knowledge** | * Personal experience of service in the UK Armed Forces or supporting ex-service personnel
* Proven track record in a guidance or welfare to work environment
* Extensive knowledge and understanding of the needs of armed forces veterans
* Local knowledge and connections within Tameside
* Proven track record in delivering high quality accredited training to different groups of learners
* Experience of engaging, coaching and progressing disadvantaged adults
* A working knowledge of armed forces charities and organisations plus relevant support networks and specialist agencies for subjects that may present particular issues for veterans e.g. housing, substance mis-use, debt
* Sound knowledge of the local labour market and the skills needed to apply for vacancies
 | * Experience of delivering DWP / ESF / SFA / ESFA provision
* Up-to-date knowledge of private and public sector employers in Greater Manchester
* A working knowledge of employment law, health and safety at work, data protection and equality & diversity
* Evidence of working to and meeting / exceeding sustainable job outcome targets
* Experience of working with a range of employers to satisfy their recruitment needs
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| **Skills and Attributes** | * Good problem solving and lateral thinking skills
* Displaying strong motivation, customer service and organisational skills
* An ability to understand and respect the multiple needs of service users whilst able to challenge and focus their attention on progression planning and relevant job search activities
* An adept communicator with the ability to persuade, influence and listen to others
* An ability to work as an effective part of a team to ensure that contract targets are met
* Enthusiastic and flexible team player with high expectations of self and others
* Competent in use of databases, spreadsheets, and other IT applications
* Excellent organisational skills with the ability to coordinate your own workload and work using initiative
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| **Values and Attitudes** | * Empathy with Armed Forces personnel and an understanding of the challenges they may face following transition into civilian life
* A positive attitude towards equality and diversity
* Show a commitment to the aims, objectives, mission and vision of Groundwork
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| **Other** | * Willingness to participate in training and development
* Willingness to work flexibly in terms of both hours and location (within an agreed geography) in accordance with the needs of the client base
* Driving licence and use of a car would be an advantage in fulfilling the requirements of the post.
* Attendance at team and Trust meetings as required
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