



JOB DESCRIPTION

JOB TITLE:	BBO Progress Coach
REPORTS TO:	Employment Programmes Manager
LOCATION:	Bedworth (with travel around Coventry and Warwickshire)

JOB SUMMARY

Establish and maintain excellent working relationships with employers for the purpose of brokering employment opportunities, for target driven employment programme customers

To support the recruitment, induction, training and development of customers across a range of employment programmes.

The postholder will be responsible for delivering learning, development, job progression and sustainment for customers engaged in employment-related activities to enable Groundwork West Midlands (GWWM) to meet contractual performance levels.

KEY TASKS

1. Work in a target driven environment and manage time effectively to meet targets;
2. Maintain all relevant documentation in line with the relevant quality assurance procedures e.g. OFSTED, Skills Fund Agency as required;
3. Provide high quality employability-focused assessment, information, advice and guidance, striving to ensure that all GWWM customers are equipped to compete effectively in the job market;
4. Support and manage a caseload of customers to help them to progress to appropriate contractually-dependent outcomes including (but not restricted to) sustained employment, further education and structured job-searching;
5. Monitor, review and document progress with customers and other interested parties on an ongoing basis;
6. Deliver relevant accredited and non-accredited training to groups of customers, taking responsibility for assessing the effectiveness of delivery and resources and contributing to continuous quality improvement via communication and standardisation with peers;
7. Where necessary, prepare appropriate session plans and learning materials to make them available for monitoring or lesson observation visits and to maintain them as part of course documentation files;

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8. Source and generate employment and work placement opportunities for GWWM customers by contacting employers directly to promote our services;
9. Broker opportunities for individual customers by matching customer skills and experience to current vacancies, which could include acting as an advocate for the customers and/or arranging work trials with the recruiting employer;
10. Support customers and their employers, pre and post-employment, to ensure sustainability of employment through effective communication, monitoring of progress and problem resolution;
11. Develop and maintain excellent relationships with referral agencies, Job Centre Plus staff, employers and funding bodies, ensuring the highest quality of communication at all times;
12. Undertake health & safety assessments of placements as necessary ensuring all legal obligations are met
13. Maintain up to date knowledge on the local labour market and skills gaps, utilising this knowledge to identify sector-specific routeways to meet employers' needs;
14. Maintain accurate and up to date employer database and participant information systems on a daily basis;
15. Ensure accurate and timely completion of all paperwork and reports in line with funders and partners requirements;
16. Ensure recruitment and employment is undertaken within an appropriate equal opportunities framework;

Personal development and training

1. To attend regular team meetings and supervision with the line manager.
2. To take responsibility for own Continual Professional Development, also attending all relevant meetings and courses arranged by GWWM.

Additional responsibilities

1. Able to work evenings and weekends if required
2. Undertake training and development deemed necessary for the pursuance of the post.
3. Comply with the Equal Opportunities Policy and Procedure in all employment practices.
4. Comply with the no smoking policy.
5. Meet the travel requirements required for the role.
6. Ensure that Health and Safety is observed in the course of employment.
7. Undertake other related responsibilities commensurate with the evolving objectives of the post and the evolution of the Trust, as may reasonably be requested.
8. Work with due regard for and promote Groundwork West Midlands' core values and objectives.

PERSON SPECIFICATION

Note to Applicant: When completing your application form, you should demonstrate the extent to which you have the necessary education, experience, knowledge and skills identified as a requirement for the post. (Note: Where items appear which have not been deemed essential, you should assume they have been considered desirable).

Factor	Criteria	Ranking	Shortlist Criteria (Yes or No)	Selection method used to evidence criteria
Qualifications	Hold or be prepared to achieve Level 3 IAG. Hold or be prepared to achieve Level 3 Award in Education and Training or equivalent teaching qualification (PTLLS, DTLLS). Hold a full UK driving licence with own car and business insurance	Essential	Yes	Application form/ Interview
Experience	Proven work experience with a range of unemployed young people and /or adults (which can include voluntary or paid work) in a targeted environment.	Essential	Yes	Application form/ Interview
Experience	Proven experience of delivering employment projects with young and adults, especially those living in disadvantaged areas and with additional support needs (e.g. Lone parents, NEETs) and ensuring they secure sustainable employment	Essential	Yes	Application form/ Selection process/ pre-employment check
	Proven experience of working in partnership with a variety of stakeholders e.g. members of the public, employers, employment support providers, local authorities, local businesses and Groundwork Staff.	Essential	No	Application form/ Interview process
	Experience of cold calling/unplanned site visits to employers to promote the services we offer	Essential	Yes	Application form/ Interview process
	Experience of undertaking research in order to monitor and evaluate the success of programmes.	Desirable	No	Interview process
Experience	Proven experience of developing productive relationships with partners i.e. job centre plus, employers and funding bodies.	Essential	Yes	Application form/ Interview process
	Experience of designing, developing and delivery of training sessions for clients of employment programmes	Essential	Yes	Application form/ Interview process
	Experience of working in a high volume recruitment or job-brokering environment in a highly target driven manner	Essential	Yes	Application form/ Interview process
	Knowledge of the welfare benefits system	Desirable	No	Application form/ Interview process

	.Experience of dealing with complex customer barriers. Mentoring, Signposting with the objective of barrier removal/reduction to move closer to the labour market.	Essential	Yes	Application form/ Interview process
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Knowledge	Knowledge of funded programmes, DWP, ESF, Big Lottery	Desirable	No	Application form/ Interview process
	Knowledge of labour market.	Essential	Yes	Application form/ Interview process
	Knowledge of quality systems such as Matrix, OFSTED	Desirable	No	Application form/ Interview process
Personal skills & Ability	Able to work productively within a team environment and with minimal supervision.	Essential	No	Interview process
	Able to work to deadlines, dealing with competing demands and to prioritise own work load.	Essential	No	Application form/ Interview process
	Able to communicate effectively (both written and verbal) with a variety of people internal and external to the organisation.	Essential	No	Application form/ Interview process
	Able to take an innovative and proactive approach to opportunities, issues and problems.	Essential	No	Interview process
	Effective administrative and organisational skills along with an attention to detail.	Essential	Yes	Application form/ Interview process
	Computer literate with a practical experience of using MS Outlook, Word, Excel and an ability to use other packages.	Essential	Yes	Application form/ Interview process
Miscellaneous	Ability to adhere to the organisation's health, safety and welfare policies and procedures.	Essential	No	Interview process
	A flexible approach and ability to work out of office hours including occasional evenings and weekends	Essential	No	Interview process
	Ability to adhere to the organisation's health, safety and welfare policies and procedures.	Essential	No	Interview process
	A commitment to promoting equal opportunities and diversity in all work practices, employment and partnering opportunities	Essential	No	Interview process

An Enhanced DBS Check will be require prior to commencement in post.