



Candidate Pack

Kickstart Engagement Officer

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@GWKNE



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Who are we?

Our vision at Groundwork is of a society of sustainable communities which are vibrant, healthy and safe, which respect the local and global environment, and where individuals and enterprise prosper.

Our mission is to inspire people and deliver positive sustainable change in places of need across the North East and Cumbria. We're passionate about creating a future where every neighbourhood is vibrant and green, every community is strong and able to shape its own destiny and no-one is held back by their background or circumstances.

We work across the North East and Cumbria helping communities find practical sustainable solutions to the challenges they face. We provide training and create jobs, reduce energy and waste, reconnect people with nature and transform whole neighbourhoods. We are passionate about changing places and lives for the better. With over 200 staff across the region, and over 30 years' experience, we are always keen to hear from people with the drive and determination to make a difference and have lots of ways you can get involved. Many of our senior managers and executive team began their careers as volunteers or entry level project staff. By providing a range of training and continuous professional development opportunities at the local, regional and national level we are able to recruit and retain the very best.

Each year Groundwork makes an incredible difference to communities across the North East and Cumbria. We work on hundreds of individual projects each year, supporting disadvantaged communities but what's most important is how we change people's lives. Our local programmes and services are tailored to the needs of partners and communities in each locality. When all that local activity is added together, it becomes a major force for regional change.

We want you to be yourself at Groundwork and value everything that makes you unique. We recognise and celebrate people's differences and together we make Groundwork a great place to work. Groundwork are committed to safeguarding and protecting the welfare of children, young people and vulnerable adults, and expect all staff and volunteers to share this commitment.



What are we looking for?

We are looking for an enthusiastic, self-motivated team player, who has excellent negotiation and communication skills, innovative in their delivery. The ideal candidate will be creative and flexible, and be able to develop positive relationships with Employers, Jobcentres, staff and participants. as well as being able to demonstrate experience of adapting delivery to dramatic changes and ability to manage staff and a programme using Microsoft Teams and other platforms.



Our Kickstart activity is tailored, personalised, and young person orientated, ensuring high levels of satisfaction, commitment and ownership. Our focus is on delivering a personalised service in which both the young person and employer see the benefits. Our experience shows that this approach ensures high levels of satisfaction and commitment, leading to better retention and outcomes.

You will have a passion to succeed and a vocation for new ways of working that will ultimately improve overall performance and service delivery. You will demonstrate a willingness to support and help others whilst having compassion, empathy, and understanding with contacts. Treating all people with respect and dignity, dealing with them fairly.



Like us, you will love North East England and want it to thrive. You will be keen to learn and work part of a team and be enthusiastic for the work of local charities and the role of giving to benefit communities.

What difference will you make in the role?

- Working with local Employers, the role will offer one-to-one support to help Employers develop Kickstart Placement opportunities and progression routes.
- You will support both Employers and Participants to work together in overcoming barriers that prevent participants from sustaining employment.
- The role will secure employers to create opportunities, develop and maintain excellent working links with Jobcenter Plus.
- Aim to secure a positive destination, after the six months on Kickstart, for the young person, in order of priority:
 - Continued employment with their Kickstart employer
 - Alternative employment with a new non-Kickstart employer
 - Referral to appropriate mainstream or local employability support provision e.g. Work & Health programme, Youth Employment Initiative, Building Better Opportunities
 - Referral to pre employability services to address underlying barriers e.g. Drug & Alcohol, housing, caring responsibilities
- You will be compassionate open and friendly with people to achieve the right outcomes, displaying inclusivity, fairness, experience and expertise to work with Employers and Participants creatively and with innovation whilst understanding their individual needs.



Who you will be working for and with?

You will report to our Performance Lead for Kickstart and work as part of our Youth Employment & Skills team supporting people not in employment, education or training. Groundwork deliver a comprehensive customer journey to participants supporting with barriers into work and education/training – delivering activities and bespoke route ways into employment.

Internally you will work with a Performance Lead, Assistant Performance Lead and a MI & Quality Officer. Externally you will work with local employers, Jobcentre Plus staff and other organisations and stakeholders

This is an organisation where everyone works together, gives their all, takes collective responsibility and strives to make Groundwork better.



What will your duties and responsibilities be?

- Source and secure appropriate vacancies opportunities with Employers.
- Work with employers to identify job roles for jobseekers and work with employers to tailor vacancy requirements to support the needs of the applicants.
- Develop a good understanding of employers, whilst developing and delivering an effective on-boarding service
- Maintain appropriate records and vacancy management systems to support delivery and programme reporting requirements.
- Manage employer relationships to develop and sustain an effective customer base.
- Organise and attend networking and employer events
- Integrate with the wider team and share knowledge to benefit the holistic development of the programme.
- Act as Single Point of Contact for Kickstart Scheme with Jobcentre Plus and other partners
- Manage own caseload of in work participants during their Kickstart placement developing their individual Kickstart Journey and progression route
- Assist in the strategic management of employer relationships.
- Support in the establishment of new geographically and/or sector focused employer relationships to meet future programme requirements.
- Develop, manage and provide reports on an employer engagement database.
- Support with the development and implementation of a continuous improvement plan for employer engagement services across the Youth, Employment & Skills programme.



What skills and experience do you need to apply?



- Good standard of education to GCSE equivalent at Level 2, particularly in english and mathematics
- Minimum Information Advice & Guidance Level 3
- Relevant experience of support brokerage or information and advice work or other relevant experience
- Proven experience of working with employers and referral agencies
- Experience of marketing, communications, external liaison and presentation work
- Experience of working collaboratively with other organisations
- Proven experience of successfully achieving programme performance targets
- Experience of using systems to record information and generate reports
- Proven experience of employer account management and retention
- Experience within the training/skills market and relevant qualifications
- Health & Safety and Equal Opportunities legislation and practices
- A sound understanding of the Employability Agenda both nationally, regionally and locally
- Ability to work on own initiative.
- Good communication skills (both written and verbal)
- Ability to handle multiple priorities and cope with responsibility and high pressure
- Effective sales, negotiating and influencing skills
- An ability to understand customer needs and work to exceed them
- An enthusiastic and flexible approach with a can do attitude
- Full Driving Licence and access to a vehicle for work purposes



Appointment to this post is subject to an enhanced disclosure endorsed by the Disclosure and Barring Service.

What will we offer you...

- Competitive salary, circa £24,000 per annum
- 37 hour working week
- Excellent holiday entitlement of 25 days, rising to 27 days per annum plus public holidays
- Family friendly policies to support work/life balance and time off in lieu for out of hours work
- Business travel expenses
- Better health at work activities
- Access to a Cycle To Work
- A commitment to equality and diversity which ensures everyone can make best use of their skills, free from discrimination or harassment
- Staff life insurance scheme
- Friendly, team environment where we support each other to achieve



**Want to
Apply?**



Great, all you need to do is complete the application pack available on our website, located here:

<https://www.groundwork.org.uk/about-groundwork/careers-across-groundwork/>

All completed applications should be sent to:

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**KICKSTART
SCHEME**