

# GROUNDWORK

CHANGING PLACES  
CHANGING LIVES



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## JOB DESCRIPTION

<b>JOB TITLE:</b>	Kickstart Engagement Officer
<b>REPORTS TO:</b>	Kickstart Performance Lead
<b>RESPONSIBLE FOR:</b>	No direct reportees;
<b>LOCATION:</b>	Cumbria and Tyne & Wear (We require Engagement Officers in these Regions to support our ongoing Kickstart Programme)
<b>PRIORITY CONTACTS:</b>	Employers, Jobcentre Plus, Jobseekers
<b>SALARY:</b>	Circa £24,000 per annum

### JOB SUMMARY

Working as a member of the Youth, Employment & Skills Team the post holder will be responsible for sourcing suitable Employers for the Kickstart Scheme, matching unemployed young people with those suitable employers with the aim of moving individuals into sustainable employment. The Kickstart Engagement Officer will work closely with local, regional and national employers, building relationships in order to gain a better understanding of their recruitment needs and requirements. Supporting employers in understanding the Government Kickstart Scheme, participants' needs and help create job roles to match. The post holder will gain referrals by networking with Employers, Jobcentre Plus and other Groundwork delivery Teams, pre-screening candidates, interviewing and matching candidates to employers and finally supporting the individual in their Kickstart placement journey and beyond.

The post holder will be a valuable resource for Groundwork North East to enable it to achieve its objectives. This role will require a full driving licence with access to transport and flexible with

working from home available. The post holder will need to demonstrate the ability to use Microsoft Teams and other platforms for day-to-day delivery.

## KEY TASKS

### Key Responsibilities : Programme Delivery

- Source and secure appropriate vacancies opportunities with Employers.
- Working 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, their industry, what they do and their work culture and environment.
- Develop and deliver an effective on-boarding service with the aim of improving sustainability rates and repeat business.
- Understand and maintain current knowledge of local labour markets and current Covid 19 restrictions, utilising this knowledge to meet and further the aims of the programme.
- Maintain appropriate records and vacancy management systems to support delivery and programme reporting requirements.
- Recognise skills gap within local labour markets and support Employers with developing new ways of working.
- Manage employer relationships to develop and sustain an effective customer base.
- Develop work trials and interview guarantee schemes.
- Organise and attend networking and employer events to promote both the programme and customers to potential employers.
- Integrate with the wider team and share knowledge to benefit the holistic development of the programme.
- Receive and review applications, short-list job seekers and manage pre-screen interviews.
- Finalise arrangements between employer and participants.
- Offer advice to both employers and participants on pay rates, training and career progression.
- 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

### Key Responsibilities : Partnership/Business Development

- 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.
- Organise and attend networking and employer events to promote both the wider Groundwork and offer job seekers to potential employers.
- Support with the development and implementation of a continuous improvement plan for employer engagement services across the Youth, Employment & Skills programme.
- Assist in developing and updating an Employer Engagement Strategy.
- To meet identified programme performance and quality targets as outlined below:

***Performance Targets:***

- Conversion rates: starts, jobs, sustainability, progression routes, placements.
- Number of sales calls made.
- Number of clients pre-screened.
- Number of employer/referral organisation visits.
- Weekly reporting information.
- Repeat business.
- Development of sector specific routeways work trials and guaranteed interview scheme.

***Quality Targets:***

- Manage employer accounts.

**Additional Requirements:**

- Integrate with wider team and share knowledge to benefit the holistic development of programmes.
- To operate in a pro-active and innovative manner, to generate solutions which support a diverse customer base into sustainable employment, maintaining a belief in the customers' ability to be employed throughout.
- Comply with all organisational policy, procedures and systems.
- To be aware of and assume the appropriate level of responsibility for safeguarding and promoting the welfare of children, young people and vulnerable adults and to report any concerns in accordance with the organisation's safeguarding policies.
- Ability to work outside normal office hours.
- Any other duties commensurate with the level of the post.