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###### Groundwork London Job Description

**Job Title: Outreach & Employer Liaison Officer – GLA NEET Contract**

**Responsible to:** GLA Team Leader

Responsible for: N/A

**Location:** South London Boroughs

###### Job Background

The Groundwork London Youth, Employment and Skills teams support unemployed Londoners to progress into apprenticeships and jobs across the capital. Our teams of Achievement coaches, Employment Advisors and Trainers work with clients to identify their employment aspirations and overcome the barriers to securing those goals.

The Outreach/Employer Liaison Officer role supports the Team Leader and Programme Manager in developing and maintaining relationships with referral partners and employers across South London with the aim of securing employment roles and opportunities for clients. This role requires excellent relationship building skills and a proven track record of developing protfolios of partners to work with to ensure that our NEET young people have multiple oppertnunities to progress on with their journey.

###### Main Objectives:

* Under the direction of the Team Leader, identify and broker suitable employment and apprenticeship opportunities in response to the identified employment goals of job-seekers engaged on Groundwork London’s Employment & Skills programmes through; marketing projects, building referral partners relationships to generate candidate attraction.
* Marketing of the programme by building referral partner relationships to generate candidate attraction.
* Attending outreach events in person and virtually. Building and maintaining contact with new and existing referral agencies in order to generate suitable referrals to the programme
* Using Social media platforms to market projects, courses, share news, generate interest and build relationships.
* Researching potential employer leads whilst understanding the goals and aspriations of the young people accessing the project.
* Supporting the Employment & Skills Training team by ensuring online promotional information and resources are current and relevant
* Supporting the Team Leader and Programme Managers to build direct relationships with large employers capable of offering multiple vacancies including hospitality, retail and care provision
* Working with the wider Groundwork London team to identify opportunities to build relationships with employers in our target green economy, low carbon and resource sectors
* Working with the wider Groundwork London team to build relationships with our Borough partners and the employers delivering S106 funded local employment commitments
* Providing advice and support to our Achievement Coaches and Employment Advisors in seeking out individual vacancies suitable for their clients.

###### Key Tasks & Responsibilities:

* Follow up calls to clients for engagements appointments
* Liaise with referral agencies and book clients’ initial appointments
* Liaise effectively with Groundwork London’s Youth Employment & Skills (YES) team to ensure a full understanding of contractual targets including: clients groups supported, geographical and sectorial employment targets
* In conjunction with YES programme managers and Comms team, review & update online representation of YES services
* Liaise with external partner organisations and ensure appropriate online linked programme presence
* Ensure accurate and timely completion of all paperwork and reports in line with funder and partner requirements
* Undertake research to identify potential employers who meet the geographic and role needs of our clients
* Support the Programme Manager and develop links with these employers that will produce suitable vacancies for our clients
* Regularly communicate current and pipeline vacancies with the YES team, and ensure they are fully aware of the employers’ requirements
* Contribute to the development of and maintenance of an accurate and up to date employer database.

###### Other Responsibilities:

* Undertake any other related responsibilities commensurate with the evolving objectives of the post and the evolution of the Trust, as may reasonably be requested by the Director
* Work with due regard for Groundwork’s core values and objectives
* Ensure the effective implementation of and adherence to, the Trust’s Diversity, Equal Opportunities, Health and Safety and Recruitment policies and procedures
* Ensure compliance with all other polices and regulations governing the Trust.

###### Personal and Professional Development:

* Participate in the Trusts Performance Management and Appraisal process, and agree short, medium and long term goals with line manager, and direct line staff
* Identify learning and development needs with line manager and evaluate T&D to demonstrate needs have been met
* Share best practice and achievements, and actively seek opportunities to present outcomes and case studies.

May 2021

HR ID: ELO/802

**Note to Applicant: When completing your application form, you should demonstrate /evidence the extent to which you have the necessary education, experience, knowledge and skills identified as required by the Person Specification Criteria for the post.**

|  **Position: Outreach & Employer Liaison Officer** |
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| **Job****Factors** | **Criteria No** | **Person Specification Criteria** | **Ranking** | **Criteria to be tested by the following documents and/or activities** |
| **E = Essential****D = Desirable** | **Application/ CV** | **Interview** | **Presentation** | **Practical Exercise Test** | **Work Simulation Test** | **Certificates or Qualifications** |
| **Qualifications & Experience** | **1** | A good standard of education, including GCSEs grades A-C in English & Mathematics | E | **** |  |  |  |  |  |
| **2** | Evidence of previous experience of networking and building strong external relationships | E | **** | **** |  |  |  |  |
| **3** | Strong liaison and networking skills and experience of making initial contacts, including cold calling, establishing and maintaining relationships with employers  | E | **** | **** |  |  |  |  |
| **4** | Understanding of some of the barriers to seeking work which are faced by clients | D | **** | **** |  |  |  |  |
|  | **5** | Ability to work as part of a high performing team within in a target driven environment | E | **** | **** |  |  |  |  |
| **6** | Ability to communicate and negotiate in a clear and persuasive manner to people at all levels | E |  | **** | **** |  |  |  |
| **7** | Ability to motivate and inspire people facing multiple barriers to training and employment | D |  | **** |  |  |  |  |
| Competencies | **8** | Ability to use MS Office (Word, Excel), Internet and Email | **E** | **** |  |  |  |  |  |
| Additional Requirements | **9** | Commitment to equal opportunity and diversity in practice. | E |  | **** |  |  |  |  |

**Appointment to this role is subject to an enhanced records check through the Disclosure and Barring Service (DBS).**