

# GROUNDWORK

CHANGING PLACES  
CHANGING LIVES



Step Forward Tees Valley is funded by the European Social Fund and the National Lottery Community Fund

## PERSON SPECIFICATION

JOB TITLE: Employment Support Advisor (Navigator) - SFTV

Factor	Criteria No	Criteria	Ranking	Criteria to be tested by...(tick as appropriate)					
			(Essential/ Desirable)	Application Form	Interview	Presentation	Practical Exercise	Work Simulated Test	Certificate
Education & Qualifications	1	Good standard of education to GCSE equivalent, particularly in english and mathematics	E	X					
	2	Information, Advice & Guidance or Employment Related Services Level 3 or above	E	X					
	3	A recognised training qualification to support delivery to participants	D	X					
Experience	1	Successfully working with jobseekers and employers in an employment programme setting	E	X	X				
	2	Working with a variety of partners to provide tailor made solutions to meet participant requirements	E	X	X				
	3	Marketing, communications, external liaison and presentation work	E	X	X				
	4	Working to and meeting industry and internal service level standards	E	X	X				
	5	Successful employer engagement	E	X	X				
	6	Line managing staff	D	X	X				
	7	Substantial experience of using software packages in particular Microsoft Word, Excel, PowerPoint and bespoke Customer Tracking Systems	E	X	X				

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<b>Knowledge</b>	1	Health & Safety and Equal Opportunities legislation and practices	E	X	X				
	2	A sound understanding of the employability agenda	E	X	X				
	3	Knowledge of the Tees Valley area and local voluntary sector support services	D	X	X				
	4	Specialist knowledge of challenges faced by one or more of the following groups: people with health conditions, BME, substance misuse, homelessness, offending.	D	X	X				

<b>Personal Skills</b>	1	Ability to work effectively as a member of a team within a complex, changing and challenging environment	E	X	X				
	2	Ability to work on own initiative, taking responsibility for achievement of identified programme targets maintaining quality	E	X	X				
	3	Good communication skills (both written and verbal) to support the achievement of the organisation's objectives and to deal with people at all levels	E	X	X				
	4	Ability to innovate and inspire participants with a patient and tactful approach to achieve positive outcomes	E	X	X				
	5	Ability to engage and develop positive, trusting relationships with participants							
	6	Ability to maintain confidentiality as required.	E	X	X				

<b>Additional Requirements</b>	1	Prepared to undertake occasional evening and weekend work	E		X				
	2	A commitment to Equal Opportunities and Diversity in all work practices	E	X	X				
	3	Full Driving Licence	E	X					

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	4	An appreciation and commitment to Health and Safety issues in the workplace	E	X	X				
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